Council: Items by Type by Business Unit by In Target Responses between 01/01/2011-31/03/2011

Business Unit	In/Out of Target (Target: 10 working days)	Total
Comments	, , , , , , , , , , , , , , , , , , ,	
Cohesion	Out of Target	1
Corresion	Out of Target	<u>'</u>
Housing Benefit	In Target	1
Total for Comments		2
Complaints		
Building Control	In Target	2
Community Safety	In Target	1
Community Carety	iii raiget	'
Council Tax	In Target	11
Customer Service Centre	In Target	4
Development Control	Out of Target	3
	In Target	13
Environmental Health	In Target	3
Green Space Contracts	Out of Target	1
Homelessness	In Target	1
Housing Benefit	Out of Target	1
	In Target	5
Housing Repairs	In Target	4
Housing Welfare	In Target	1
Housing Wellare	iii raiget	1
Parking - Off-street	In Target	2
Refuse	In Target	1
Spatial Planning	In Target	1
Sports Contras Client	In Tarret	40
Sports Centres Client	In Target	10
Total for Complaint		64
Compliments		
Building Control	In Target	3
Cleansing	In Target	2

Council: Items by Type by Business Unit by In Target Responses between 01/01/2011-31/03/2011

DCLWCCII 0 1/0 1/20 1 1-3 1/03/20 1 1	Detweeli 01/01/2011-31/03/2011			
Business Unit	In/Out of Target (Target: 10 working days)	Total		
Cohesion	In Target	1		
Community Safety	In Target	1		
Council Secretariat	In Target	4		
Customer Service Centre	In Target	17		
Development Control	In Target	12		
Elections/Land Charges	In Target	2		
Environmental Health	In Target	12		
Green Space Contracts	In Target	1		
Housing Benefit	In Target	1		
Legal Services	In Target	1		
Museum - Wycombe	In Target	1		
Parking - Off-street	In Target	7		
Parking - On-street	In Target	3		
Ranger Services	In Target	4		
Recycling	In Target	2		
Refuse	In Target	7		
Regeneration (Community Services)	In Target	1		
Spatial Planning	In Target	3		
Sports Centres Client	In Target	2		
Sports Development	In Target	1		
Total for Compliment		88		

Complaints in target from 01/01/2011 to 31/03/2011

Team:	I WESTGATE TEAM
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Business Unit	In Target	Out of Target
Building Control	2	0
Community Safety	1	0
Development Control	14	2
Environmental Health	3	0
Green Space Contracts	0	1
Homelessness	1	0
Housing Repairs	4	0
Housing Welfare	1	0
Parking - Off-street	2	0
Refuse	1	0
Spatial Planning	1	0
Sports Centres Client	10	0

Total for I WESTGATE TEAM

In target: 40
Out of target: 3

Team: L SMITH TEAM

Business Unit	In Target	Out of Target
Council Tax	11	0
Customer Service Centre	4	0
Housing Benefit	5	1

Total for L SMITH TEAM

In target: 20
Out of target: 1

TOTAL FOR WYCOMBE DC

In target: 60 93.8%
Out of target: 4 6.3%

Complaint Feedback from 01/01/2011 to 31/03/2011

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Business Unit: Building Control	4	Connel No.	0
Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes: Outcome - Yes:	0	Easily Understood - No: Outcome - No:	1
Complaint Handling - Yes:	0	Complaint Handling - No:	1
Business Unit: Council Tax	U	Complaint Handling - No.	,
Speed - Yes:	7	Speed - No:	0
Easily Understood - Yes:	7	Easily Understood - No:	0
Outcome - Yes:	7	Outcome - No:	0
Complaint Handling - Yes:	7	Complaint Handling - No:	0
Business Unit: Development Contr	rol		
Speed - Yes:	5	Speed - No:	0
Easily Understood - Yes:	5	Easily Understood - No:	0
Outcome - Yes:	5	Outcome - No:	0
Complaint Handling - Yes:	5	Complaint Handling - No:	0
Business Unit: Environmental Hea	lth		
Speed - Yes:	2	Speed - No:	0
Easily Understood - Yes:	2	Easily Understood - No:	0
Outcome - Yes:	2	Outcome - No:	0
Complaint Handling - Yes:	2	Complaint Handling - No:	0
Business Unit: Green Space Contr	acts		
Business Unit: Green Space Control Speed - Yes:	racts 1	Speed - No:	0
		Speed - No: Easily Understood - No:	0
Speed - Yes:	1	·	
Speed - Yes: Easily Understood - Yes:	1	Easily Understood - No:	1
Speed - Yes: Easily Understood - Yes: Outcome - Yes:	1 0 0	Easily Understood - No: Outcome - No:	1
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit	1 0 0	Easily Understood - No: Outcome - No: Complaint Handling - No:	1
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes:	1 0 0 1	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No:	1 1 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit	1 0 0 1	Easily Understood - No: Outcome - No: Complaint Handling - No:	1 1 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes:	1 0 0 1	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No:	1 1 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes:	1 0 0 1 6 6 6	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No:	1 1 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street	1 0 0 1 6 6 6	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No:	1 1 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes:	1 0 0 1 6 6 6 6	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No:	1 1 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes:	1 0 0 1 6 6 6 6 6	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No:	1 1 0 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes: Outcome - Yes: Outcome - Yes:	1 0 0 1 6 6 6 6 6 2 2 2	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No:	1 1 0 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Complaint Handling - Yes:	1 0 0 1 6 6 6 6 6	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No:	1 1 0 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Refuse	1 0 1 6 6 6 6 2 2 2 2	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No:	1 1 0 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Refuse Speed - Yes:	1 0 0 1 6 6 6 6 6 2 2 2 2	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Complaint Handling - No:	1 1 0 0 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Refuse Speed - Yes: Easily Understood - Yes: Easily Understood - Yes:	1 0 0 1 6 6 6 6 2 2 2 2 1 1	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Complaint Handling - No:	1 1 0 0 0 0 0 0
Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Housing Benefit Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Parking - Off-street Speed - Yes: Easily Understood - Yes: Outcome - Yes: Complaint Handling - Yes: Business Unit: Refuse Speed - Yes:	1 0 0 1 6 6 6 6 6 2 2 2 2	Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Easily Understood - No: Outcome - No: Complaint Handling - No: Speed - No: Complaint Handling - No:	1 1 0 0 0 0 0 0

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Business Unit: Spatial Planning Speed - Yes: 1 Speed - No: 0 Easily Understood - Yes: Easily Understood - No: 0 Outcome - Yes: Outcome - No: 0 Complaint Handling - Yes: Complaint Handling - No: 0 **Business Unit:** Sports Centres Client Speed - Yes: Speed - No: 0 Easily Understood - Yes: 9 Easily Understood - No: 0 Outcome - Yes: Outcome - No: 2 Complaint Handling - Yes: Complaint Handling - No: 1

Total:

Speed - Yes:	35	Speed - No:	0
Easily Understood - Yes:	33	Easily Understood - No:	2
Outcome - Yes:	31	Outcome - No:	4
Complaint Handling - Yes:	33	Complaint Handling - No:	2

Speed - Yes:100%Easily Understood - Yes:94%Outcome - Yes:89%Complaint Handling - Yes:94%