

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
Housing Benefit	In Target	1
Total for Comments		2
Complaints		
Building Control	In Target	2
Community Safety	In Target	1
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
Parking - Off-street	In Target	2
Refuse	In Target	1
Spatial Planning	In Target	1
Sports Centres Client	In Target	10
Total for Complaint		64
Compliments		
Building Control	In Target	3
Cleansing	In Target	2

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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

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

Business Unit: Building Control

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	0	Easily Understood - No:	1
Outcome - Yes:	0	Outcome - No:	1
Complaint Handling - Yes:	0	Complaint Handling - No:	1

Business Unit: Council Tax

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 Control

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 Health

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 Contracts

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	0	Easily Understood - No:	1
Outcome - Yes:	0	Outcome - No:	1
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Housing Benefit

Speed - Yes:	6	Speed - No:	0
Easily Understood - Yes:	6	Easily Understood - No:	0
Outcome - Yes:	6	Outcome - No:	0
Complaint Handling - Yes:	6	Complaint Handling - No:	0

Business Unit: Parking - Off-street

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: Refuse

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Spatial Planning

Speed - Yes:	1	Speed - No:	0
Easily Understood - Yes:	1	Easily Understood - No:	0
Outcome - Yes:	1	Outcome - No:	0
Complaint Handling - Yes:	1	Complaint Handling - No:	0

Business Unit: Sports Centres Client

Speed - Yes:	9	Speed - No:	0
Easily Understood - Yes:	9	Easily Understood - No:	0
Outcome - Yes:	7	Outcome - No:	2
Complaint Handling - Yes:	8	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%