

Council: Items by Type by Business Unit by In Target Responses between 01/04/2011-30/06/2011

| Business Unit | In/Out of Target (Target: 10 working days) | Total |
|------------------------------------|--|----------|
| Comments | | |
| Customer Service Centre | In Target | 2 |
| Projects & Development (Community) | In Target | 1 |
| Refuse | In Target | 1 |
| Total for Comments | | 4 |
| Complaints | | |
| Communications | In Target | 1 |
| Council Tax | In Target | 12 |
| Customer Service Centre | In Target | 4 |
| Development Management | Out of Target | 1 |
| | In Target | 9 |
| Environmental Health | Out of Target | 2 |
| | In Target | 4 |
| Green Space Contracts | In Target | 2 |
| Housing Applications | In Target | 1 |
| Housing Benefit | Out of Target | 1 |
| | In Target | 6 |
| Housing Maintenance | Out of Target | 2 |
| | In Target | 1 |
| Housing Management | Out of Target | 2 |
| | In Target | 1 |
| Housing Repairs | Out of Target | 3 |
| | In Target | 7 |
| Housing Transfers | In Target | 1 |
| Housing Welfare | In Target | 2 |
| Parking - Off-street | Out of Target | 1 |
| | In Target | 1 |
| Parking - On-street | Out of Target | 1 |
| | In Target | 2 |
| Refuse | In Target | 1 |

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| Business Unit | In/Out of Target (Target: 10 working days) | Total |
|--|--|-----------|
| Spatial Planning | In Target | 1 |
| Sports Centres Client | In Target | 1 |
| Total for Complaint | | 70 |
| Compliments | | |
| Building Control | In Target | 6 |
| Cleansing | In Target | 4 |
| Cohesion | In Target | 3 |
| Community Safety | In Target | 4 |
| Council Secretariat | In Target | 5 |
| Housing Welfare | In Target | 1 |
| Customer Service Centre | In Target | 12 |
| Demo & Legal HoS & PA/Complaints Officer | In Target | 2 |
| Development Management | In Target | 11 |
| Elections/Land Charges | In Target | 4 |
| Environmental Health | In Target | 9 |
| Green Space Contracts | In Target | 2 |
| Parking - Off-street | In Target | 2 |
| Projects & Development (Community) | In Target | 2 |
| Ranger Services | In Target | 5 |
| Recycling | In Target | 1 |
| Refuse | In Target | 4 |
| Regeneration (Community Services) | In Target | 1 |
| Total for Compliment | | 78 |
| | | |

Complaints in target from 01/04/11 to 30/06/11

Team: I WESTGATE TEAM

| Business Unit | In Target | Out of Target |
|------------------------|-----------|---------------|
| Development Management | 9 | 1 |
| Environmental Health | 4 | 2 |
| Green Space Contracts | 2 | 0 |
| Housing Applications | 1 | 0 |
| Housing Maintenance | 1 | 2 |
| Housing Management | 1 | 2 |
| Housing Repairs | 7 | 3 |
| Housing Transfers | 1 | 0 |
| Housing Welfare | 2 | 0 |
| Parking - Off-street | 1 | 1 |
| Parking - On-street | 2 | 1 |
| Spatial Planning | 1 | 0 |
| Sports Centres Client | 1 | 0 |
| Refuse | 1 | 0 |

Total for I WESTGATE TEAM

| | |
|----------------|----|
| In target: | 34 |
| Out of target: | 12 |

Team: L SMITH TEAM

| Business Unit | In Target | Out of Target |
|-------------------------|-----------|---------------|
| Communications | 1 | 0 |
| Council Tax | 12 | 0 |
| Customer Service Centre | 4 | 0 |
| Housing Benefit | 6 | 1 |

Total for L SMITH TEAM

| | |
|----------------|----|
| In target: | 23 |
| Out of target: | 1 |

TOTAL FOR WYCOMBE DC

| | | |
|----------------|----|-------|
| In target: | 57 | 81.4% |
| Out of target: | 13 | 18.6% |

Complaint Feedback from 01/04/11 to 30/06/11

| | | | |
|---------------------------|----------------|--------------------------|---|
| Business Unit: | Communications | | |
| Speed - Yes: | 0 | Speed - No: | 1 |
| 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: | Customer Service Centre | | |
| 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: | Housing Benefit | | |
| 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: | Housing Repairs | | |
| 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: | 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: | Parking - On-street | | |
| Speed - Yes: | 3 | Speed - No: | 0 |
| Easily Understood - Yes: | 3 | Easily Understood - No: | 0 |
| Outcome - Yes: | 3 | Outcome - No: | 0 |
| Complaint Handling - Yes: | 3 | Complaint Handling - No: | 0 |

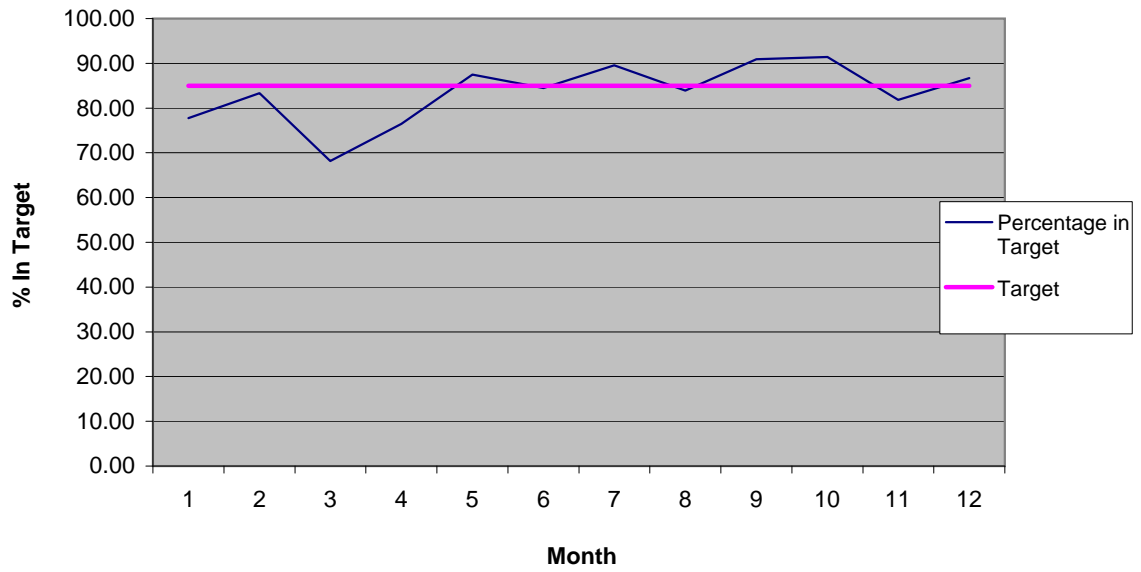
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|---------------------------|------------------|--------------------------|---|
| Business Unit: | Spatial Planning | | |
| Speed - Yes: | 1 | Speed - No: | 0 |
| Easily Understood - Yes: | 1 | Easily Understood - No: | 0 |
| Outcome - Yes: | 1 | Outcome - No: | 0 |
| Complaint Handling - Yes: | 1 | Complaint Handling - No: | 0 |

| | | | |
|---------------------------|-----------------------|--------------------------|---|
| Business Unit: | Sports Centres Client | | |
| Speed - Yes: | 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 |

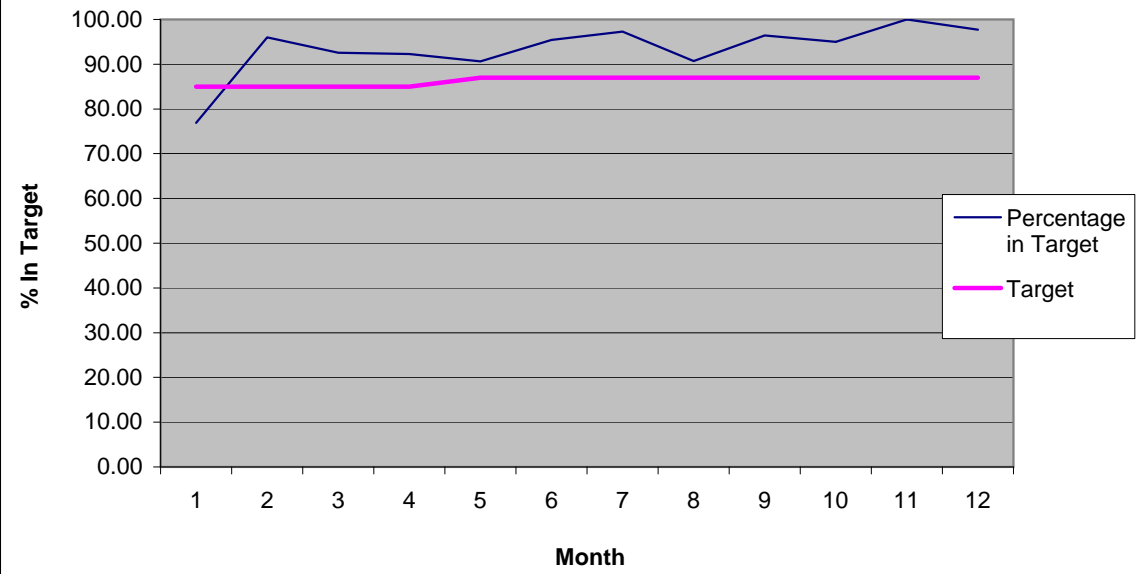
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|---------------------------|----|--------------------------|---|
| Total: | | | |
| Speed - Yes: | 22 | Speed - No: | 1 |
| Easily Understood - Yes: | 22 | Easily Understood - No: | 1 |
| Outcome - Yes: | 22 | Outcome - No: | 1 |
| Complaint Handling - Yes: | 22 | Complaint Handling - No: | 1 |

| | |
|---------------------------|-----|
| Speed - Yes: | 96% |
| Easily Understood - Yes: | 96% |
| Outcome - Yes: | 96% |
| Complaint Handling - Yes: | 96% |

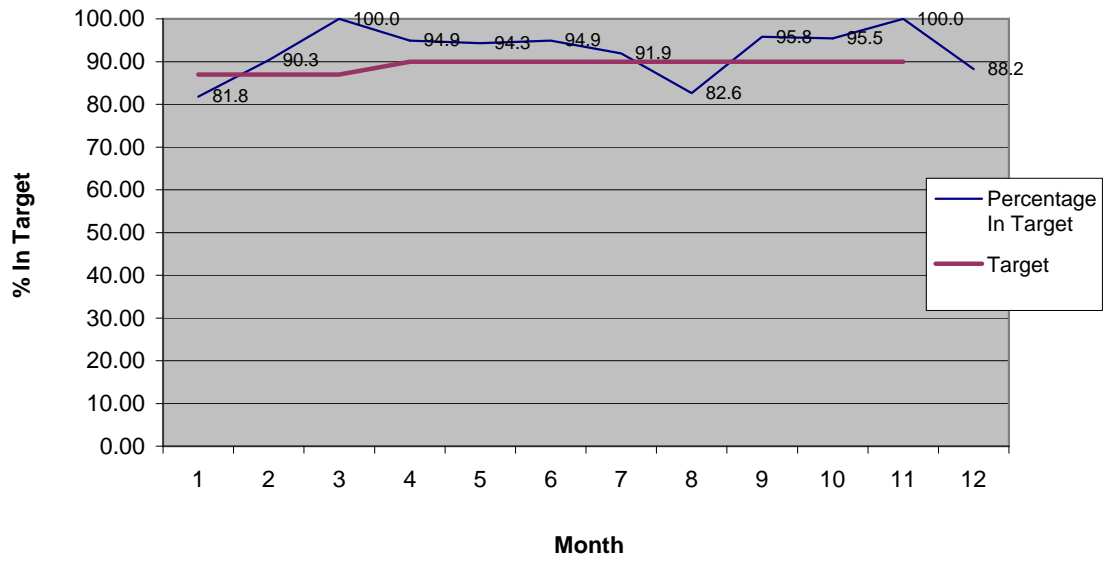
WDC Complaints in Target 2007



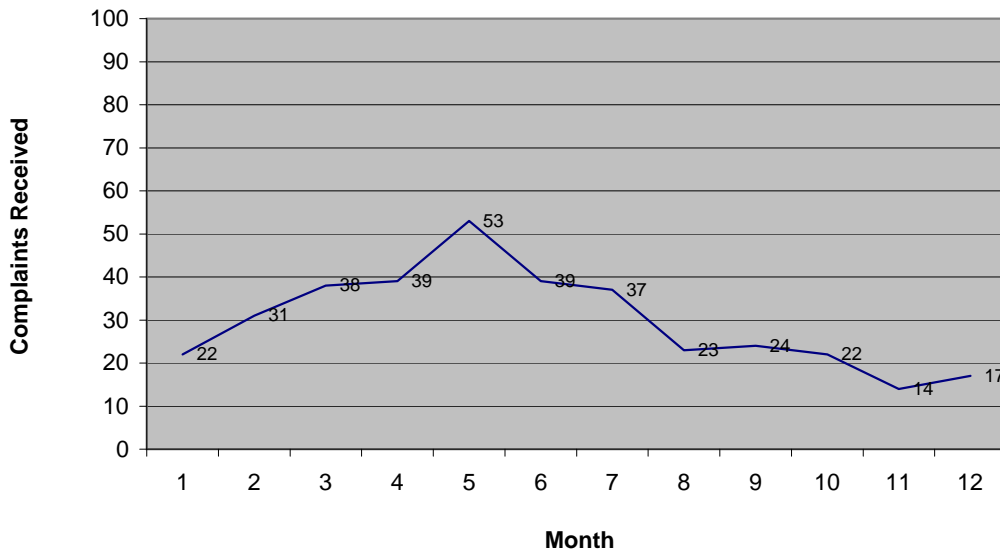
WDC Complaints in Target 2008



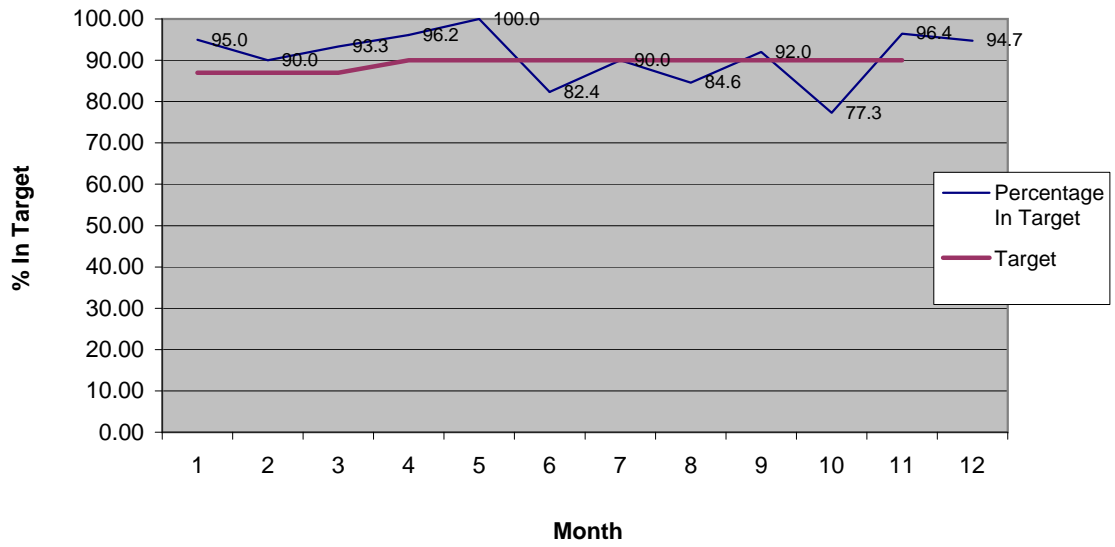
WDC Complaints in target 2009



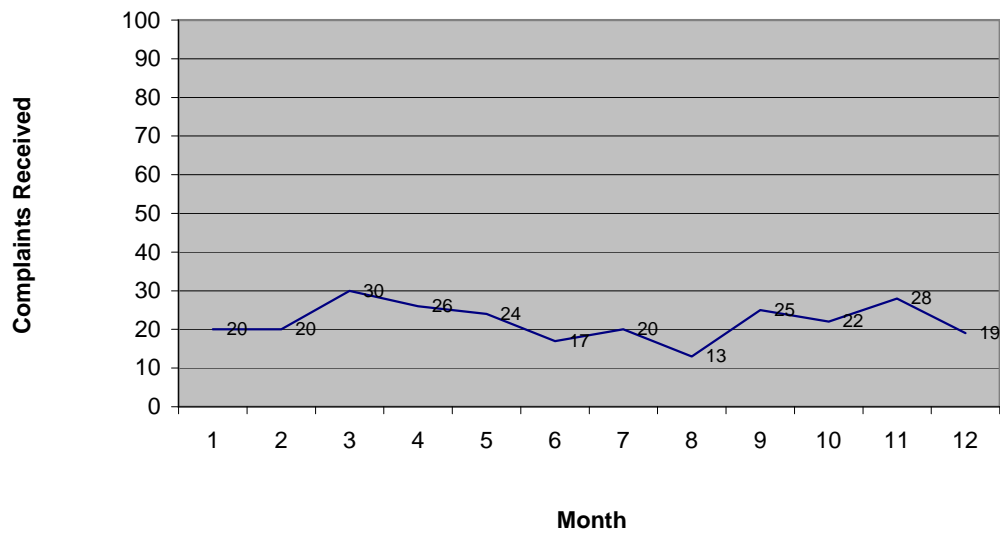
WDC Complaints Received 2009



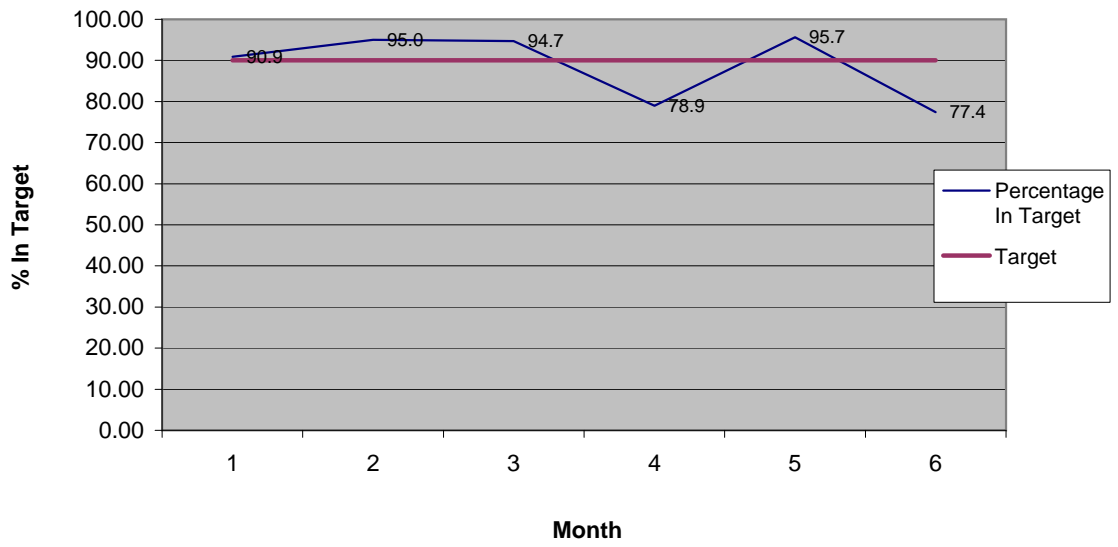
WDC Complaints in target 2010



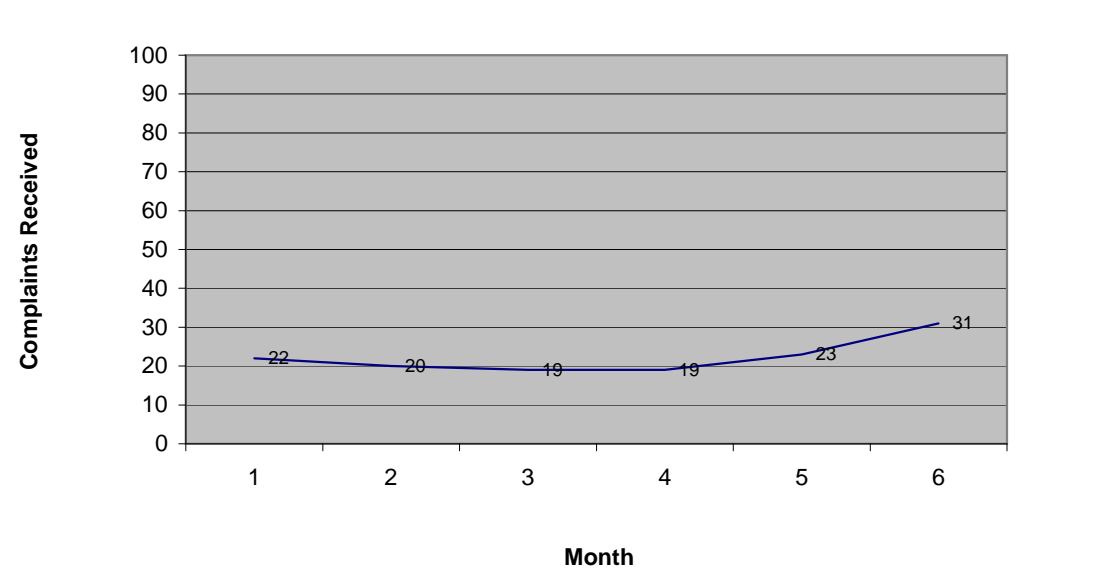
WDC Complaints Received 2010



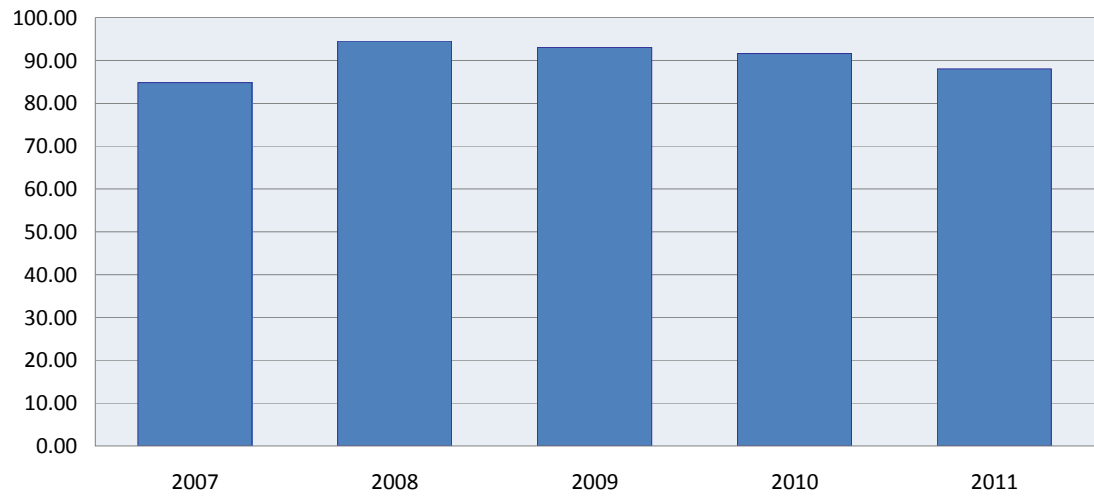
WDC Complaints in target 2011



WDC Complaints Received 2011



WDC Complaints In Target 2007 - 2011



Service Improvements from 01/04/11 to 30/06/11

| Service | Item Type | ServiceMail No | Subject | Improvement |
|-----------------------|------------------|-----------------------|---------------------------------|--|
| Communications | | | | |
| | Complaint | 8696 | WDC Publicity Material | Improved monitoring of mailboxes for publication feedback. |
| Green Space Contracts | | | | |
| | Complaint | 8902 | Grass Cutting | Inspector to monitor. Possible placing of litter bins |
| Housing Maintenance | | | | |
| | Complaint | 8852 | Contractor Issues - Maintenance | Works made good |