

Council: Items by Type by Business Unit by In Target Responses between 01/07/2011 and 30/09/2011

Business Unit	In/Out of Target (Target: 10 working days)	Total
Comments		
Customer Service Centre		
	In Target	1
Museum - Wycombe		
	In Target	1
Parking - Off-street		
	In Target	1
Parking - On-street		
	Out of Target	1
Total for Comments		4
Complaints		
Building Control	In Target	1
Council Tax	In Target	5
Customer Service Centre	In Target	5
Development Control	In Target	4
Development Management	Out of Target	1
	In Target	10
Elections/Land Charges	In Target	1
Environmental Health	Out of Target	1
	In Target	7
Green Space Contracts	Out of Target	1
Homelessness	Out of Target	1
	In Target	1
Housing Applications	In Target	6
Housing Benefit	In Target	2
Housing Maintenance	In Target	1
Housing Management	In Target	1
Housing Repairs	Out of Target	1
	In Target	3
Parking - Off-street	Out of Target	1
	In Target	3
Parking - On-street	Out of Target	3

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Business Unit	In/Out of Target (Target: 10 working days)	Total
	In Target	1
Property Services	In Target	2
Refuse	In Target	3
Visiting and Investigation	In Target	2
Total for Complaint		67
Compliments		
Building Control	In Target	6
Cleansing	In Target	2
Cohesion	In Target	4
Community Safety	In Target	4
Corporate Administration	In Target	5
Customer Service Centre	In Target	11
Development Management	In Target	20
Environmental Health	In Target	8
Green Space Contracts	In Target	6
Homelessness	In Target	3
Housing Maintenance	In Target	1
Housing Management	In Target	2
Housing Welfare	In Target	5
Parking - Off-street	In Target	2
Planning & Sustainability HoS & PA	In Target	1
Ranger Services	In Target	5
Recycling	In Target	1
Refuse	In Target	1
Regeneration (Community Services)	In Target	1
Spatial Planning	In Target	4

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Business Unit	In/Out of Target (Target: 10 working days)	Total
Sports Centres Client	In Target	1
Sports Development	In Target	1
Total for Compliment		94

Complaints in target from 01/07/11 to 30/09/11

Team: I WESTGATE TEAM

Business Unit	In Target	Out of Target
Building Control	1	0
Development Control	4	0
Development Management	10	1
Environmental Health	7	1
Green Space Contracts	0	1
Homelessness	1	1
Housing Applications	6	0
Housing Maintenance	1	0
Housing Management	1	0
Housing Repairs	3	1
Parking - Off-street	3	1
Parking - On-street	1	3
Refuse	3	0

Total for I WESTGATE TEAM

In target:	41
Out of target:	9

Team: L SMITH TEAM

Business Unit	In Target	Out of Target
Council Tax	5	0
Customer Service Centre	5	0
Elections/Land Charges	1	0
Housing Benefit	2	0
Property Services	2	0
Visiting and Investigation	2	0

Total for L SMITH TEAM

In target:	17
Out of target:	0

TOTAL FOR WYCOMBE DC

In target:	58	86.6%
Out of target:	9	13.4%

Complaint Feedback from 01/07/11 to 30/09/11

Business Unit:	Council Tax		
Speed - Yes:	4	Speed - No:	0
Easily Understood - Yes:	4	Easily Understood - No:	0
Outcome - Yes:	4	Outcome - No:	0
Complaint Handling - Yes:	4	Complaint Handling - No:	0
Business Unit:	Development Control		
Speed - Yes:	3	Speed - No:	0
Easily Understood - Yes:	3	Easily Understood - No:	0
Outcome - Yes:	0	Outcome - No:	3
Complaint Handling - Yes:	2	Complaint Handling - No:	1
Business Unit:	Development Management		
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:	Environmental Health		
Speed - Yes:	4	Speed - No:	0
Easily Understood - Yes:	4	Easily Understood - No:	0
Outcome - Yes:	4	Outcome - No:	0
Complaint Handling - Yes:	4	Complaint Handling - No:	0
Business Unit:	Housing Benefit		
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 Maintenance		
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:	Housing Management		
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:	4	Speed - No:	0
Easily Understood - Yes:	4	Easily Understood - No:	0
Outcome - Yes:	4	Outcome - No:	0
Complaint Handling - Yes:	4	Complaint Handling - No:	0

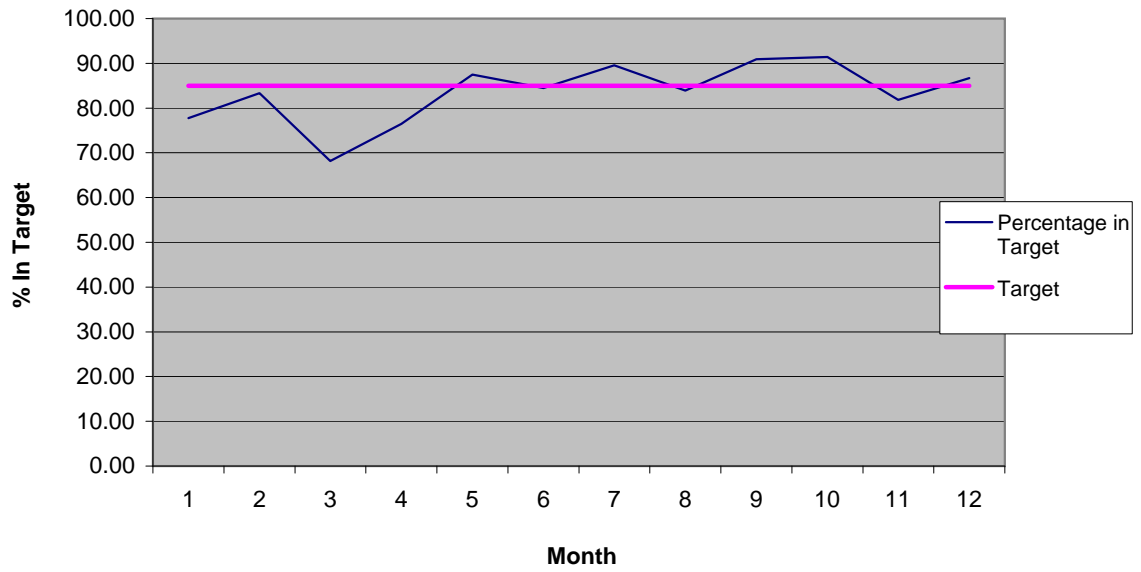
Total:

Speed - Yes:	23	Speed - No:	0
Easily Understood - Yes:	23	Easily Understood - No:	0
Outcome - Yes:	20	Outcome - No:	3
Complaint Handling - Yes:	22	Complaint Handling - No:	1

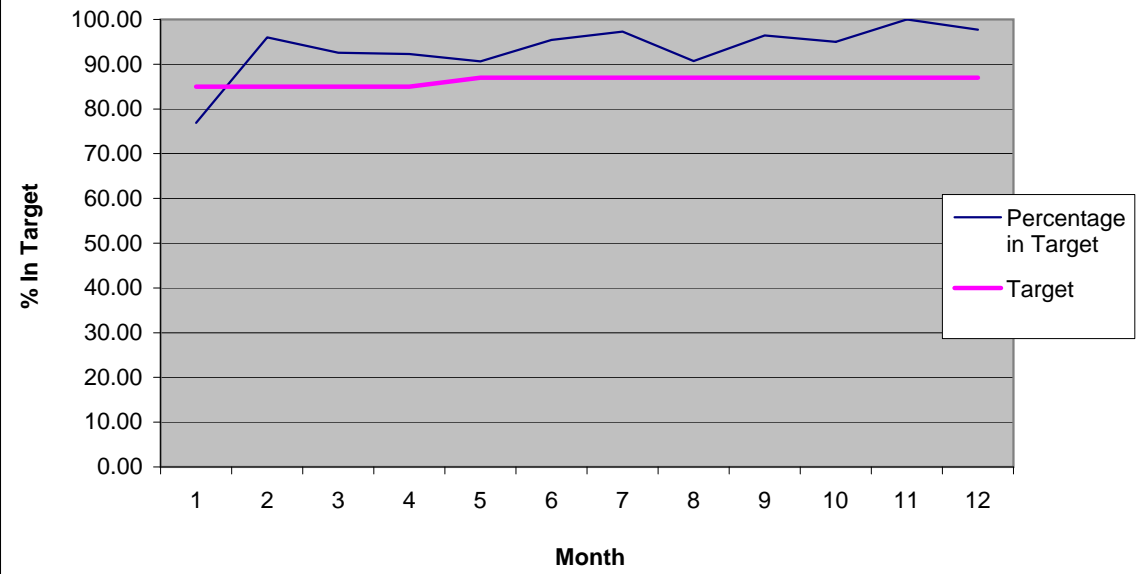
Q2 – Complaints and Feedback logged

Business Unit	Total Complaints	Total Feedback logged
Building Control	1	0
Council Tax	5	4
Customer Service Centre	5	0
Development Control	4	3
Development Management	11	2
Elections/Land Charges	1	0
Environmental Health	8	4
Green Space Contracts	1	0
Homelessness	2	0
Housing Applications	6	0
Housing Benefit	2	2
Housing Maintenance	1	1
Housing Management	1	1
Housing Repairs	4	0
Parking - Off-street	4	2
Parking - On-street	4	4
Property Services	2	0
Refuse	3	0
Visiting and Investigation	2	0
Total for Complaint	67	23

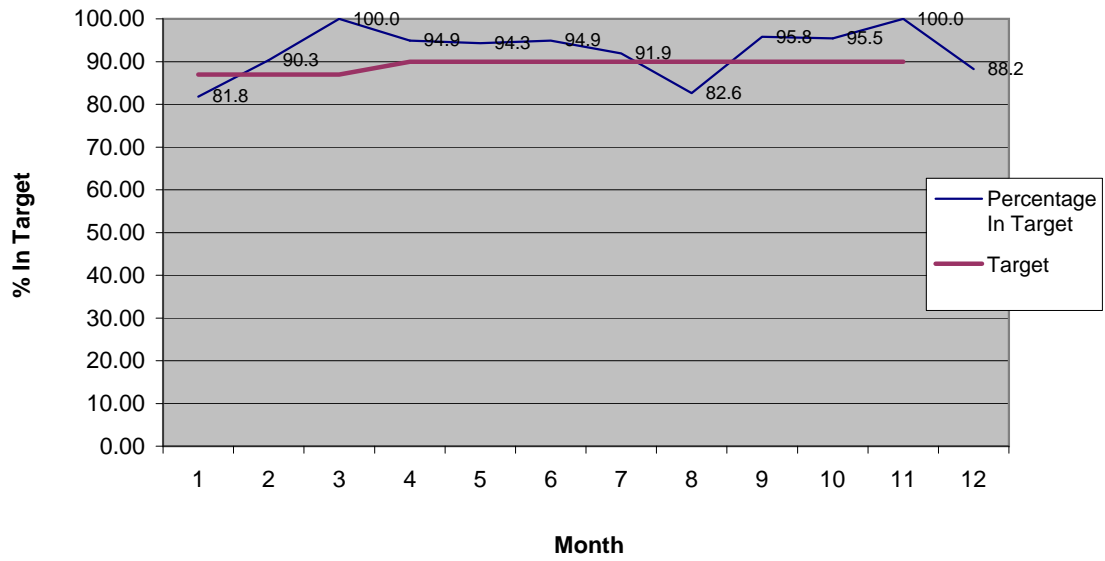
WDC Complaints in Target 2007



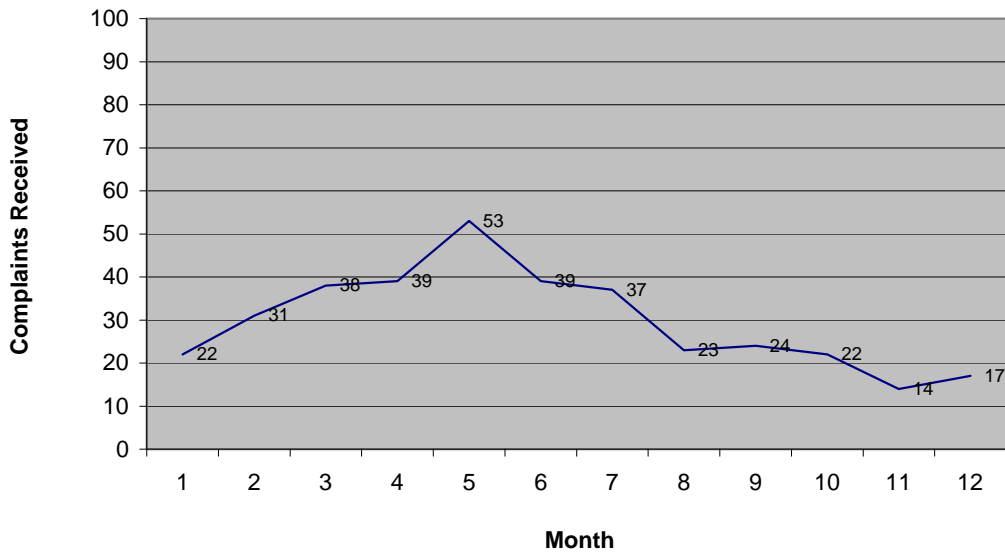
WDC Complaints in Target 2008



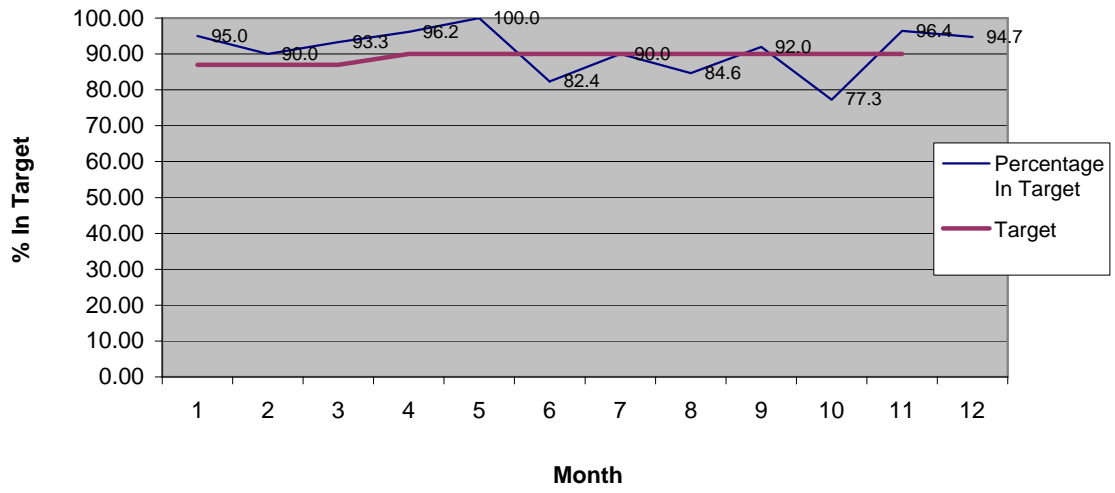
WDC Complaints in target 2009



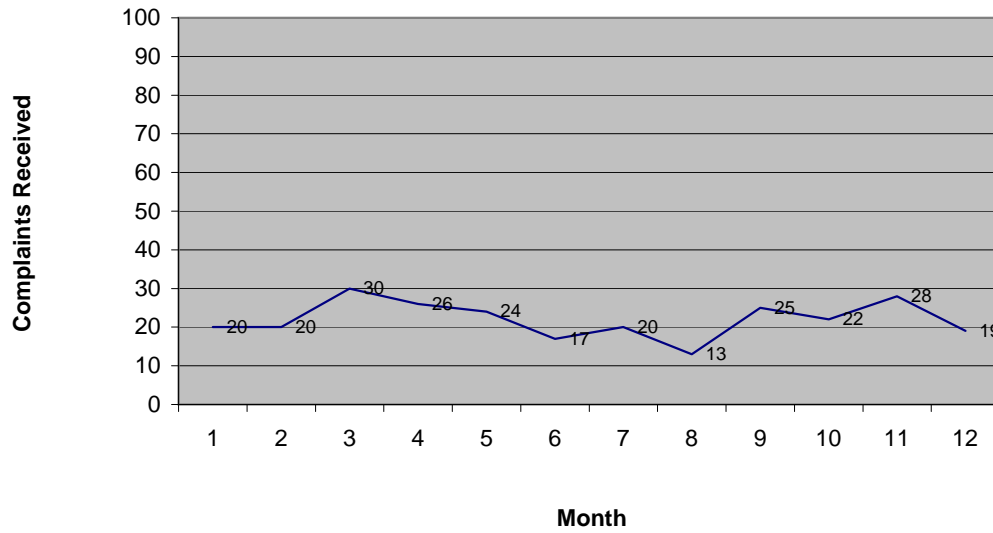
WDC Complaints Received 2009



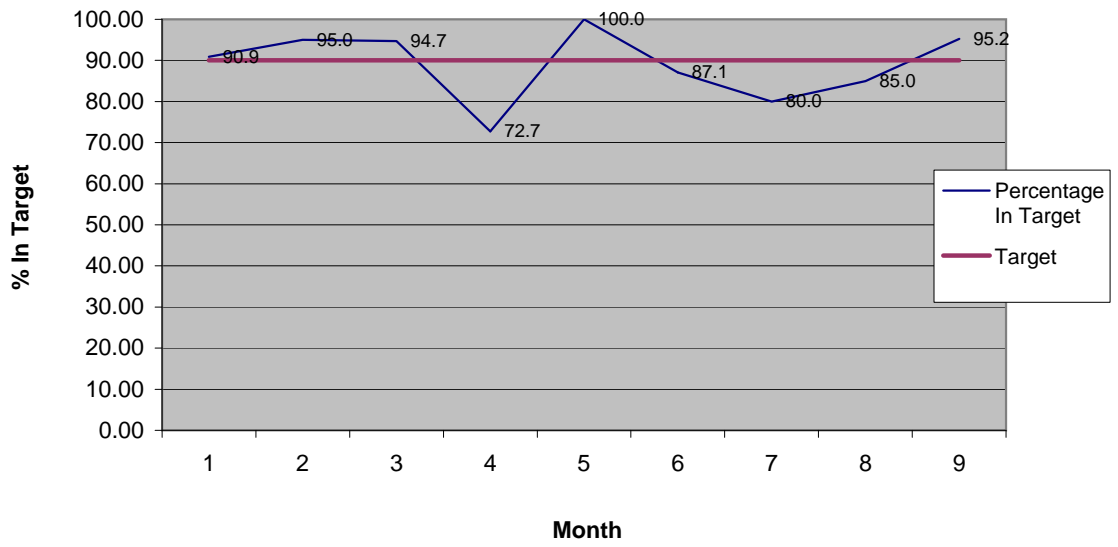
WDC Complaints in target 2010



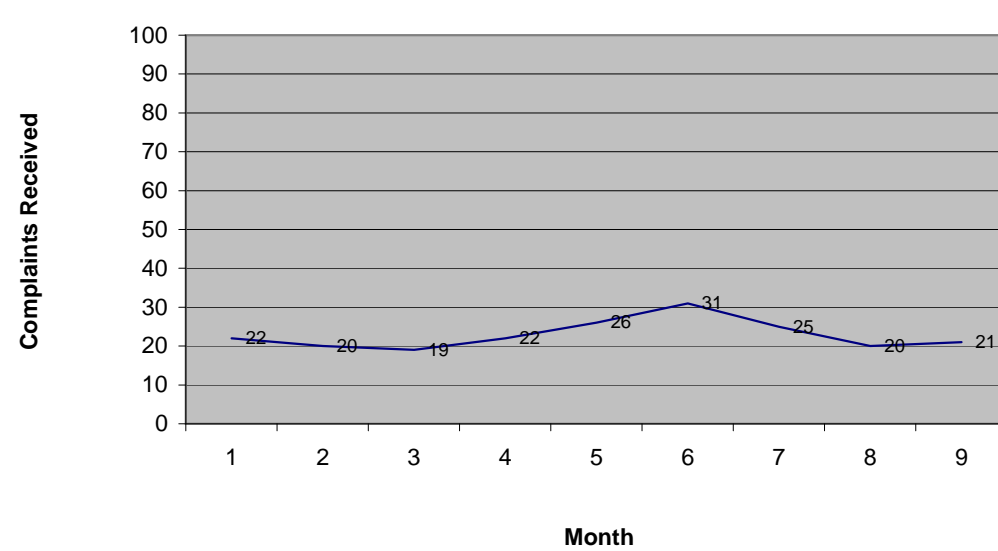
WDC Complaints Received 2010



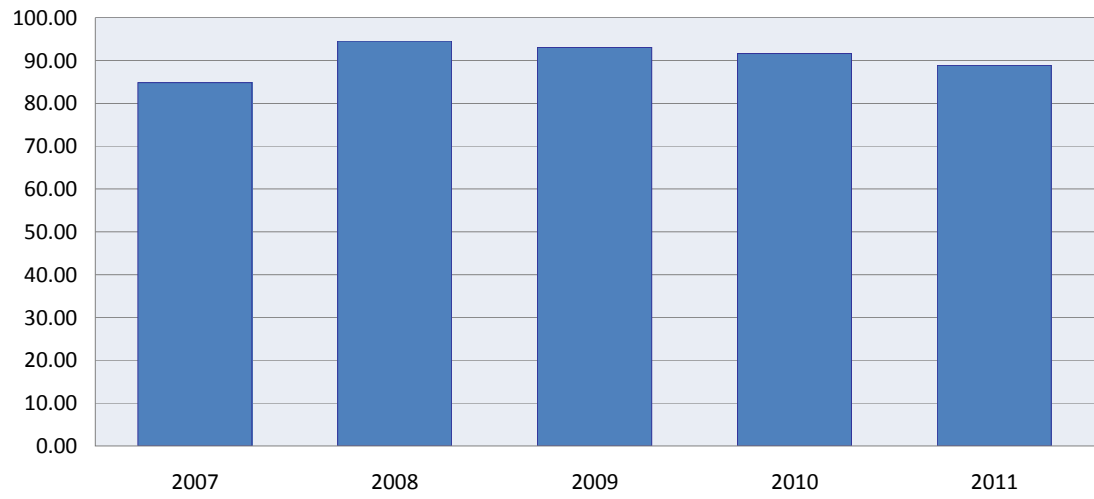
WDC Complaints in target 2011



WDC Complaints Received 2011



WDC Complaints In Target 2007 - 2011



Service Improvements from 01/07/11 to 30/09/11

Service	Item Type	ServiceMail	Subject
Parking - On-street			
	Complaint	9261	Staff Attitude - Car Parks On-Street

Improvement
Addressed during meeting