

## Council: Items by Type by Business Unit by In Target Responses between 01/10/2011-31/12/2011

Business Unit	In/Out of Target (Target: 10 working days)	Total
<b>Comments</b>		
Customer Service Centre	In Target	1
Green Space Contracts	In Target	1
Tourism	In Target	1
<b>Total for Comments</b>		<b>3</b>
<b>Complaints</b>		
Community Safety	In Target	1
Council Tax	Out of Target	1
	In Target	6
Customer Service Centre	In Target	2
Development Management	In Target	6
Elections/Land Charges	In Target	1
Environmental Health	Out of Target	2
	In Target	6
Housing Applications	In Target	2
Housing Benefit	Out of Target	1
Housing Development	In Target	1
Housing Management	In Target	5
Housing Repairs	In Target	2
Housing Services	In Target	1
Housing Welfare	In Target	2
Human Resources	In Target	1
Legal Services	In Target	1
Parking - Off-street	In Target	5
Parking - On-street	In Target	1
Ranger Services	In Target	1
Refuse	In Target	1

## Council: Items by Type by Business Unit by In Target Responses between 01/10/2011-31/12/2011

Business Unit	In/Out of Target (Target: 10 working days)	Total
Spatial Planning	In Target	1
Sports Centres Client	In Target	3
<b>Total for Complaint</b>		<b>53</b>
<b>Compliment</b>		
Cleansing	In Target	2
Cohesion	In Target	2
Community Safety	In Target	5
Corporate Administration	In Target	2
Council Tax	In Target	2
Customer Service Centre	In Target	9
Demo & Legal HoS & PA/Complaints Officer	In Target	1
Development Management	In Target	10
Environmental Health	In Target	7
Green Space Contracts	In Target	1
Homelessness	In Target	1
Housing Applications	In Target	2
Housing Benefit	In Target	1
Housing Management	In Target	2
Housing Welfare	In Target	5
Parking - Off-street	In Target	4
Ranger Services	In Target	4
<b>Total for Compliment</b>		<b>60</b>

## Complaints in target from 01/10/11 to 31/12/11

**Team: I WESTGATE TEAM**

<b>Business Unit</b>	<b>In Target</b>	<b>Out of Target</b>
Community Safety	1	0
Development Management	6	0
Environmental Health	6	2
Housing Applications	2	0
Housing Development	1	0
Housing Management	5	0
Housing Repairs	2	0
Housing Services	1	0
Housing Welfare	2	0
Parking - Off-street	5	0
Parking - On-street	1	0
Ranger Services	1	0
Refuse	1	0
Spatial Planning	1	0
Sports Centres Client	3	0

**Total for I WESTGATE TEAM**

In target: 38

Out of target: 2

**Team: L SMITH TEAM**

<b>Business Unit</b>	<b>In Target</b>	<b>Out of Target</b>
Council Tax	5	2
Customer Service Centre	2	0
Elections/Land Charges	1	0
Housing Benefit	1	0
Human Resources	1	0
Legal Services	1	0

**Total for L SMITH TEAM**

In target: 11

Out of target: 2

### **TOTAL FOR WYCOMBE DC**

**In target: 49 92.5%**

**Out of target: 4 7.5%**

# Complaint Feedback from 01/10/11 to 31/12/11

## Business Unit: Council Tax

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: Customer Service Centre

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

## Business Unit: Development Management

Speed - Yes:	0	Speed - No:	2
Easily Understood - Yes:	1	Easily Understood - No:	1
Outcome - Yes:	0	Outcome - No:	2
Complaint Handling - Yes:	0	Complaint Handling - No:	2

## Business Unit: Elections/Land Charges

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: Environmental Health

Speed - Yes:	6	Speed - No:	1
Easily Understood - Yes:	7	Easily Understood - No:	0
Outcome - Yes:	4	Outcome - No:	3
Complaint Handling - Yes:	4	Complaint Handling - No:	3

## Business Unit: Housing Management

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 Welfare

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:** Legal Services

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:	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

**Business Unit:** Parking - On-street

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

**Total:**

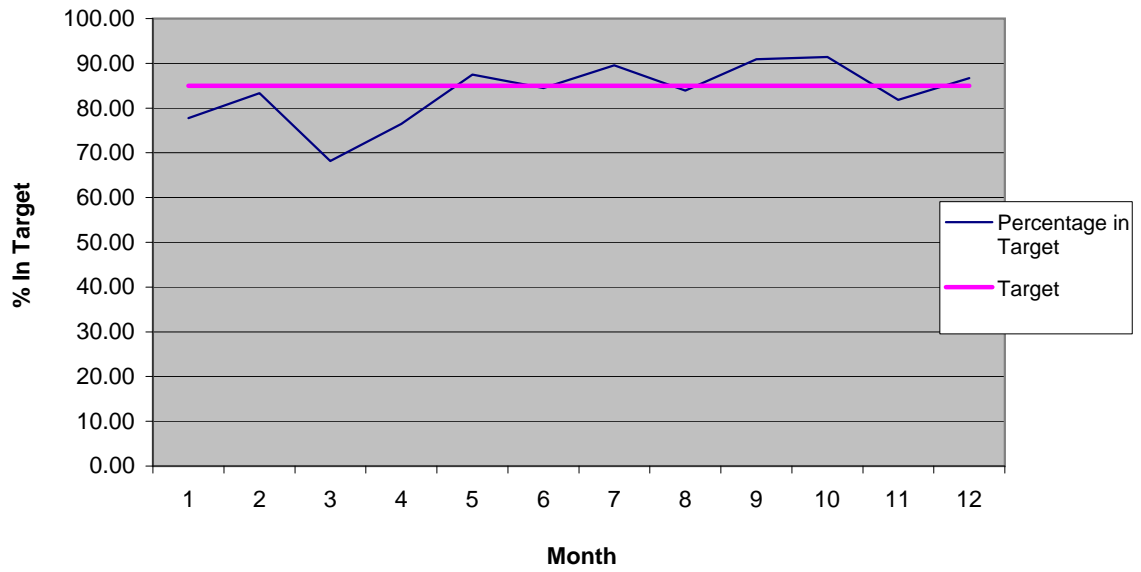
Speed - Yes:	24	Speed - No:	3
Easily Understood - Yes:	26	Easily Understood - No:	1
Outcome - Yes:	21	Outcome - No:	6
Complaint Handling - Yes:	22	Complaint Handling - No:	5

**Total %:**

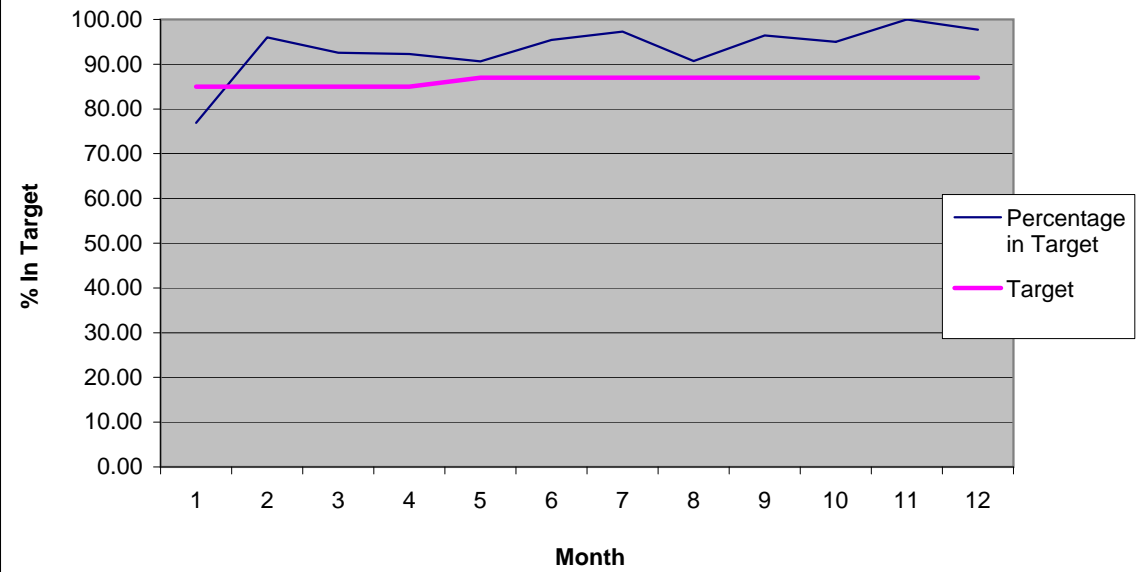
Speed - Yes:	86%	Speed - No:	14%
Easily Understood - Yes:	96%	Easily Understood - No:	4%
Outcome - Yes:	77%	Outcome - No:	22%
Complaint Handling - Yes:	81%	Complaint Handling - No:	19%

Service Improvements from 01/10/11 to 31/12/2011				
Service	Item Type	ServiceMail No	Subject	Improvement
Environmental Health	Complaint	9316	Noise Pollution	Discussion with Officer confirming need to reply in writing

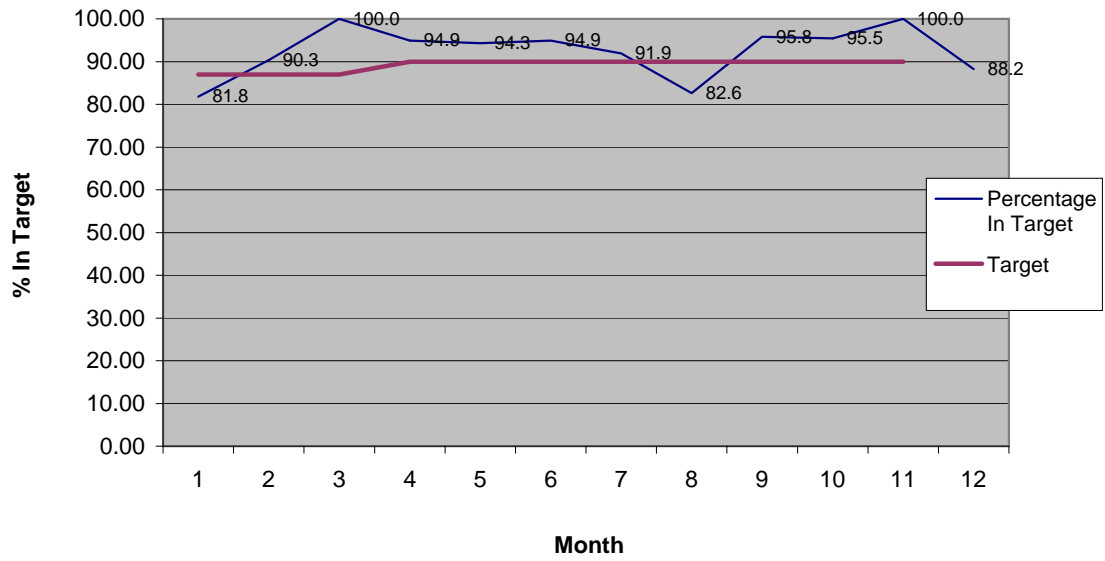
### WDC Complaints in Target 2007



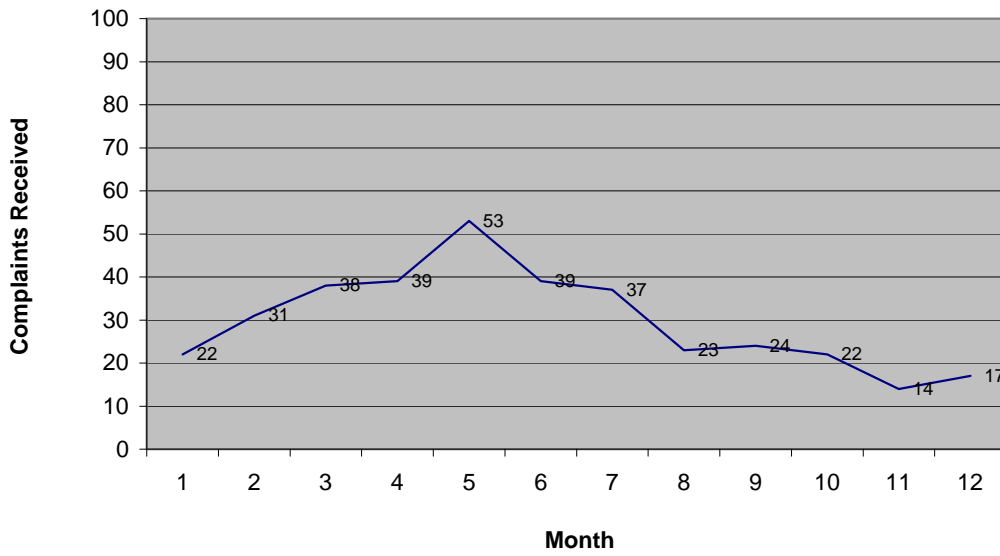
### WDC Complaints in Target 2008



### WDC Complaints in target 2009

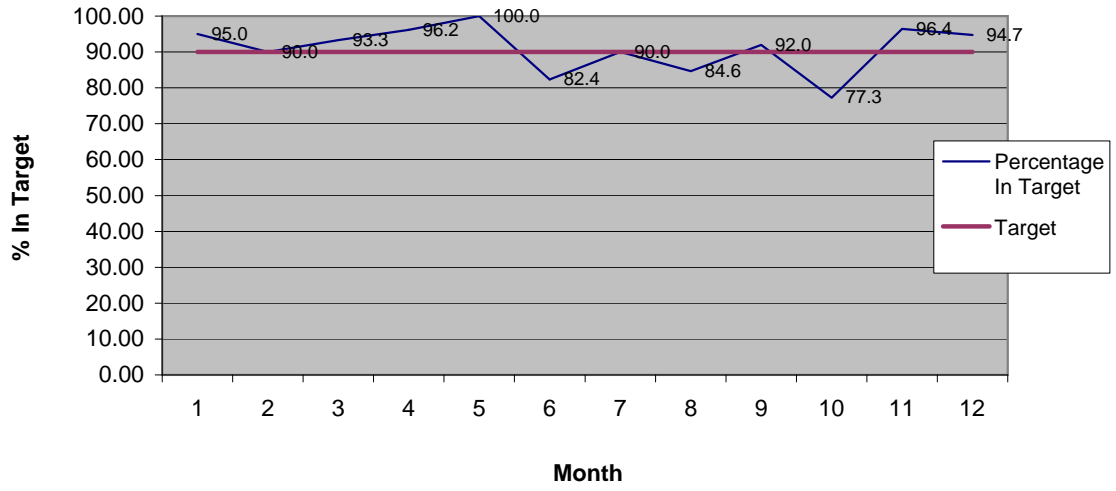


### WDC Complaints Received 2009

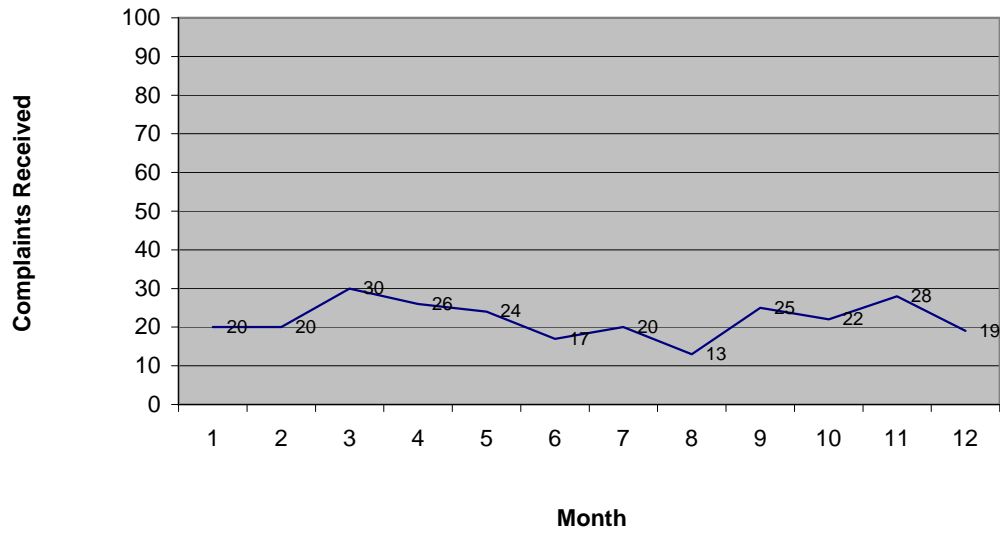




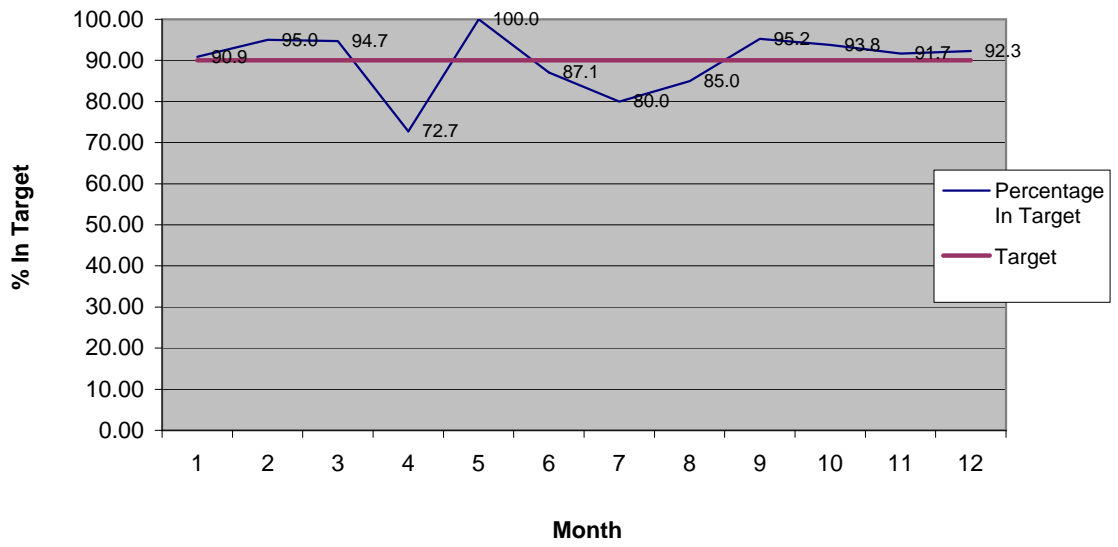
### WDC Complaints in target 2010



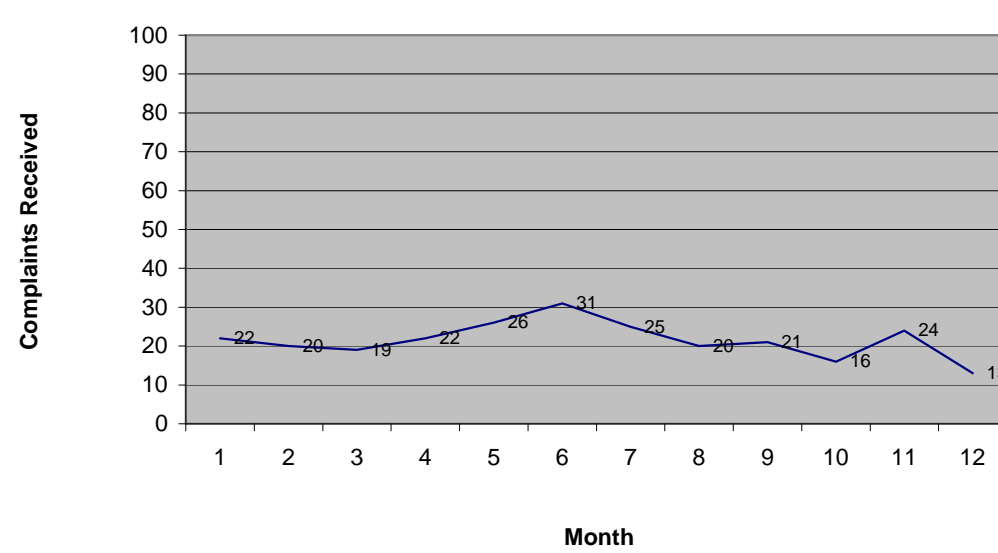
### WDC Complaints Received 2010



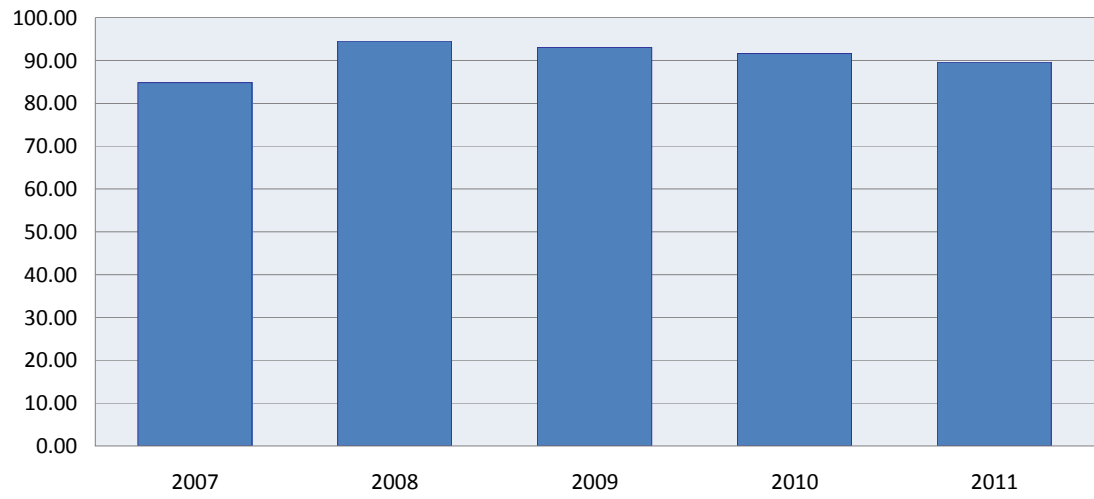
### WDC Complaints in target 2011



### WDC Complaints Received 2011






## WDC Complaints In Target 2007 - 2011


























**Wycombe District Council  
Complaints/Compliments - Year on Year  
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4				
		Target for Q1	Outturn Apr - Jun	▲ ● ★	Target for Q2	Outturn Jul - Sep	▲ ● ★	Target for Q3	Outturn Oct - Dec	▲ ● ★	Target for Q4	Outturn Jan-Mar	Year to date	% variance against target	▲ ● ★
<b>Compliments and Complaints</b>															
<b>2010-11 Year</b>	Number of <b>compliments</b> received	n/a	97	n/a	n/a	74	n/a	n/a	87	n/a	n/a	88	346	n/a	n/a
<b>2011-12 Year</b>	Number of <b>compliments</b> received	n/a	79	n/a	n/a	94	n/a	n/a	60	n/a	n/a		233		
<b>2010-11 Year</b>	Number of <b>complaints</b> received	n/a	65	n/a	n/a	54	n/a	n/a	69	n/a	n/a	64	252	n/a	n/a
<b>2011-12 Year</b>	Number of <b>complaints</b> received	n/a	79	n/a	n/a	67	n/a	n/a	53	n/a	n/a		199		
<b>2010-11 Year</b>	Percentage of complaints answered within 10 working days	90%	93.85%	●	90%	90.74%	●	90%	88.41%	●	90%	93.75%	91.62%	1.62%	●
<b>2010-11 Year</b>	Number answered within 10 working days		61			49			61			60	231		
<b>2010-11 Year</b>	Number of complaints		65			54			69			64	252		
<b>2011-12 Year</b>	Percentage of complaints answered within 10 working days	90%	87.34%	●	90%	86.57%	●	90%	92.45%	●	90%		88.44%		●
<b>2011-12 Year</b>	Number answered within 10 working days		69			58			49				176		
<b>2011-12 Year</b>	Number of complaints		79			67			53				199		

**Wycombe District Council  
Complaints/Compliments - Year on Year  
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4				
		Target for Q1	Outturn Apr - Jun	  	Target for Q2	Outturn Jul - Sep	  	Target for Q3	Outturn Oct - Dec	  	Target for Q4	Outturn Jan-Mar	Year to date	% variance against target	  
<b>2010-11 Year</b>	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.77%		90%	86.21%		90%	91.67%		90%	100.00%	94.12%	4.12%	
<b>2010-11 Year</b>	Number of people satisfied with SPEED		30			25			22			35	112		
<b>2010-11 Year</b>	Number of responses		31			29			24			35	119		
<b>2011-12 Year</b>	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.43%		90%	100.00%		90%	88.89%		90%		94.44%		
<b>2011-12 Year</b>	Number of people satisfied with SPEED		27			17			24				68		
<b>2011-12 Year</b>	Number of responses logged		28			17			27				72		
<b>2010-11 Year</b>	Satisfaction with complaints handling: OUTCOME	90%	90.32%		90%	75.86%		90%	79.17%		90%	88.57%	84.03%	-5.97%	
<b>2010-11 Year</b>	Number of people satisfied with OUTCOME		28			22			19			31	100		
<b>2010-11 Year</b>	Number of responses		31			29			24			35	119		
<b>2011-12 Year</b>	Satisfaction with complaints handling: OUTCOME	90%	96.43%		90%	82.35%		90%	77.78%		90%		86.11%		
<b>2011-12 Year</b>	Number of people satisfied with OUTCOME		27			14			21				62		
<b>2011-12 Year</b>	Number of responses logged		28			17			27				72		

**Wycombe District Council  
Complaints/Compliments - Year on Year  
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4				
		Target for Q1	Outturn Apr - Jun	  	Target for Q2	Outturn Jul - Sep	  	Target for Q3	Outturn Oct - Dec	  	Target for Q4	Outturn Jan-Mar	Year to date	% variance against target	  
2010-11 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	90%	96.77%		90%	75.86%		90%	83.33%		90%	94.29%	88.24%	-1.76%	
2010-11 Year	Number of people satisfied with COMPLAINT HANDLING		30			22			20			33	105		
2010-11 Year	Number of responses		31			29			24			35	119		
2011-12 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	90%	96.43%		90%	95.56%		90%	81.48%		90%		92.00%		
2011-12 Year	Number of people satisfied with COMPLAINT HANDLING		27			43			22				92		
2011-12 Year	Number of responses logged		28			45			27				100		
<b>Symbols Used:</b>															
	Exceeds target by more than 5%														
	Within +/- 5% of target														
	More than 5% below target														