

Items by Type by Business Unit by In Target between 01/01/12 and 31/03/12

Type: Comments		
Business Unit		Total
Customer Service Centre	In Target	11
Development Management	In Target	1
Total for Comments		12
Type: Complaint		
Business Unit		Total
Building Control	In Target	2
Community Safety	In Target	1
Council Tax	Out of Target	2
	In Target	7
Customer Service Centre	In Target	7
Development Management	In Target	8
Environmental Health	In Target	4
Green Space Contracts	In Target	2
Homelessness	In Target	2
Housing Applications	In Target	1
Housing Benefit	In Target	1
Housing Maintenance	In Target	1
Parking - Off-street	In Target	5
Property Services	Out of Target	1
	In Target	1
Ranger Services	In Target	2
Refuse	Out of Target	1
	In Target	2
Spatial Planning	In Target	1
Sports Centres Client	In Target	2
Total for Complaint		53

Items by Type by Business Unit by In Target between 01/01/12 and 31/03/12

Type: Compliment		
Business Unit		Total
Chief Executive	In Target	1
Cohesion	In Target	4
Community Safety	In Target	8
Corporate Administration	In Target	1
Customer Service Centre	In Target	5
Demo & Legal HoS & PA/Complaints Officer	In Target	1
Development Management	In Target	21
Elections/Land Charges	In Target	3
Environmental Health	In Target	14
Green Space Contracts	In Target	2
Housing Applications	In Target	1
Museum - Wycombe	In Target	2
Parking - Off-street	In Target	16
Projects & Development (Community)	In Target	2
Ranger Services	In Target	1
Refuse	In Target	1
Regeneration (Community Services)	In Target	2
Spatial Planning	In Target	3
Sports Development	In Target	9
Total for Compliment		97

Complaints in target from 01/01/12 to 31/03/12

Team: CHIEF EXECUTIVE TEAM

Business Unit	In Target	Out of Target
Council Tax	7	2
Customer Service Centre	7	0
Housing Benefit	1	0
Property Services	1	1

Total for CHIEF EXECUTIVE

In target:	16
Out of target:	3

Team: I WESTGATE TEAM

Business Unit	In Target	Out of Target
Building Control	2	0
Community Safety	1	0
Development Management	8	0
Environmental Health	4	0
Green Space Contracts	2	0
Homelessness	2	0
Housing Applications	1	0
Housing Maintenance	1	0
Parking - Off-street	5	0
Ranger Services	2	0
Refuse	2	1
Spatial Planning	1	0
Sports Centres Client	2	0

Total for I WESTGATE TEAM

In target:	33
Out of target:	1

TOTAL FOR WYCOMBE DC

In target:	49	92.5%
Out of target:	4	7.5%

Complaint Feedback from 01/01/12 to 31/03/12

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:	4	Speed - No:	1
Easily Understood - Yes:	4	Easily Understood - No:	1
Outcome - Yes:	4	Outcome - No:	1
Complaint Handling - Yes:	4	Complaint Handling - No:	1

Business Unit: Development Management

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

Business Unit: Environmental Health

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: Green Space Contracts

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: Homelessness

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 Applications

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 Benefit

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: Property Services

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:	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

Total:

Speed - Yes:	24	Speed - No:	3
Easily Understood - Yes:	25	Easily Understood - No:	2
Outcome - Yes:	24	Outcome - No:	3
Complaint Handling - Yes:	24	Complaint Handling - No:	3

Speed - Yes:	88%
Easily Understood - Yes:	93%
Outcome - Yes:	88%
Complaint Handling - Yes:	88%

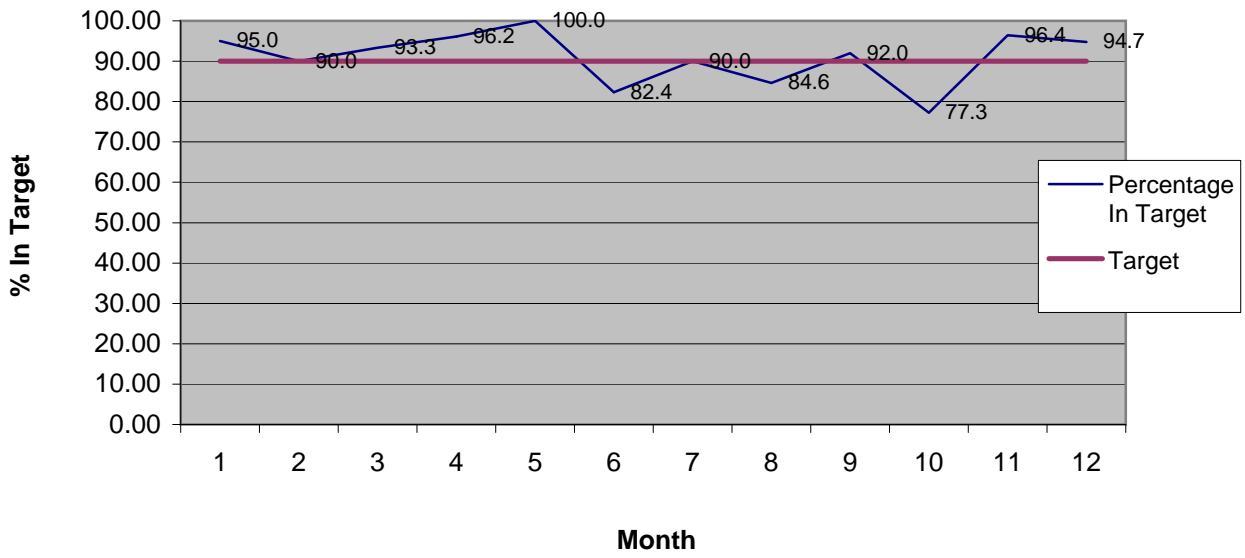
Complaints and Feedback logged

Business Unit	Complaints Total	Feedback Logged
Building Control	2	0
Community Safety	1	0
Council Tax	9	7
Customer Service Centre	7	5
Development Management	8	1
Environmental Health	4	3
Green Space Contracts	2	1
Homelessness	2	1
Housing Applications	1	1
Housing Benefit	1	1
Housing Maintenance	1	0
Parking - Off-street	5	3
Property Services	2	2
Ranger Services	2	0
Refuse	3	2
Spatial Planning	1	0
Sports Centres Client	2	0
Total for Complaint	53	27

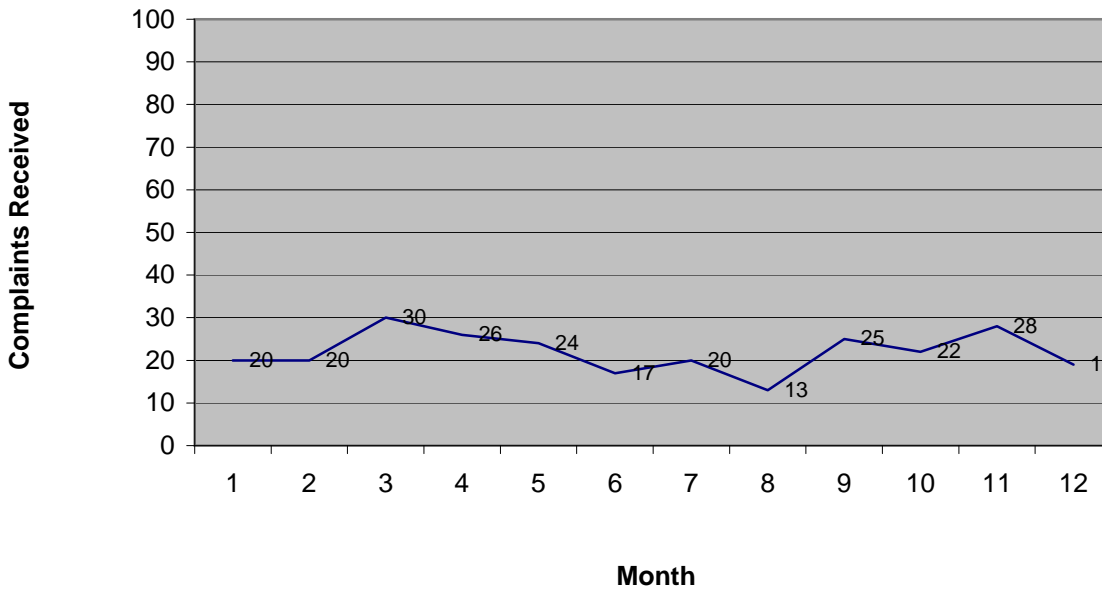
Service Improvements from 01/01/12 to 31/03/12

Item Type	Item No	Subject	Details of improvement
Refuse			
Complaint	9592	Bin collection	Discussed with contractor - request for contractor to retrain staff

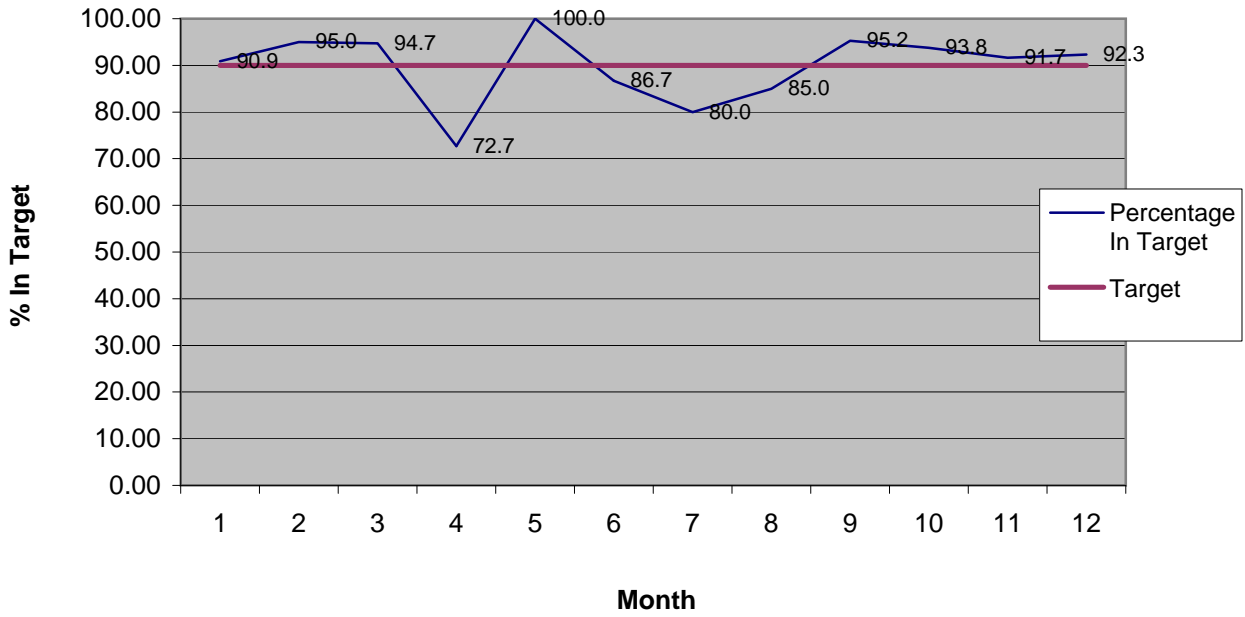
WDC Complaints in target 2010



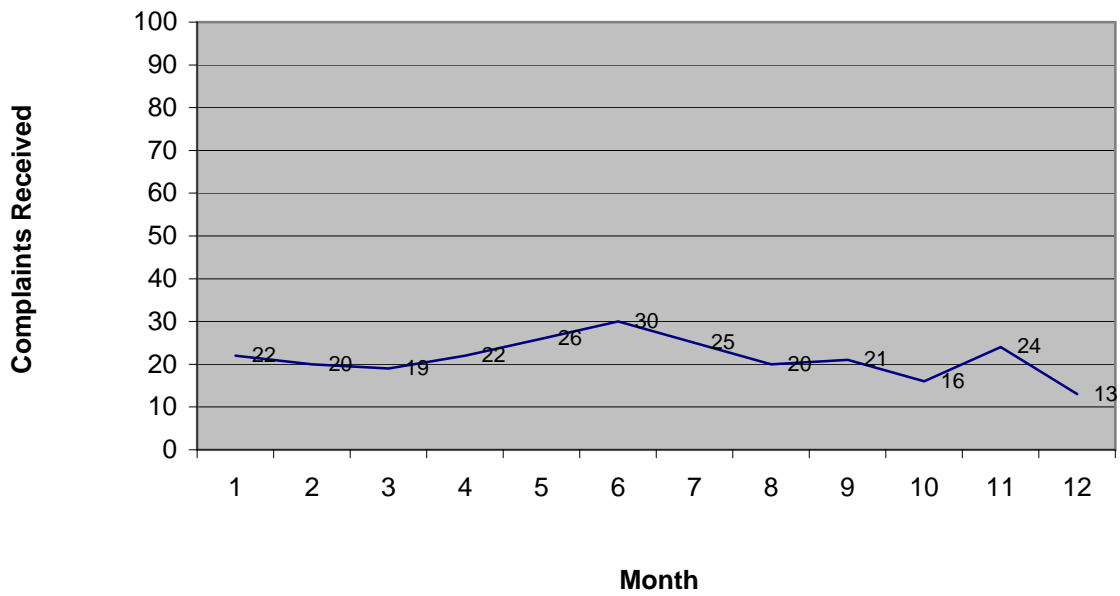
WDC Complaints Received 2010



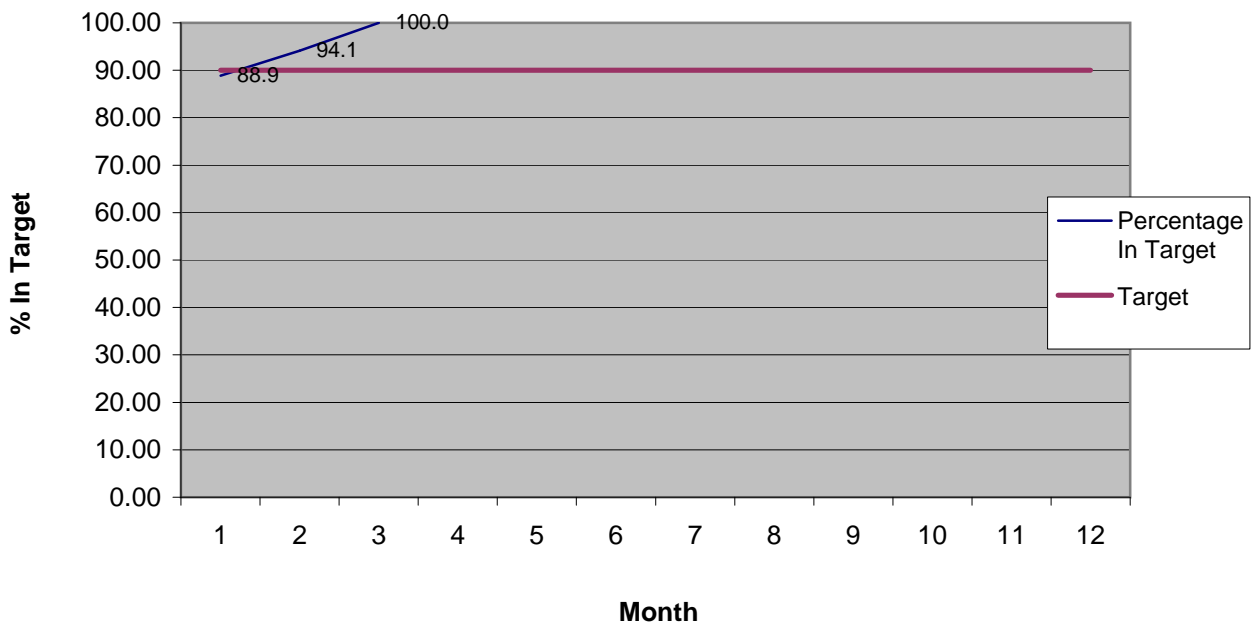
WDC Complaints in target 2011



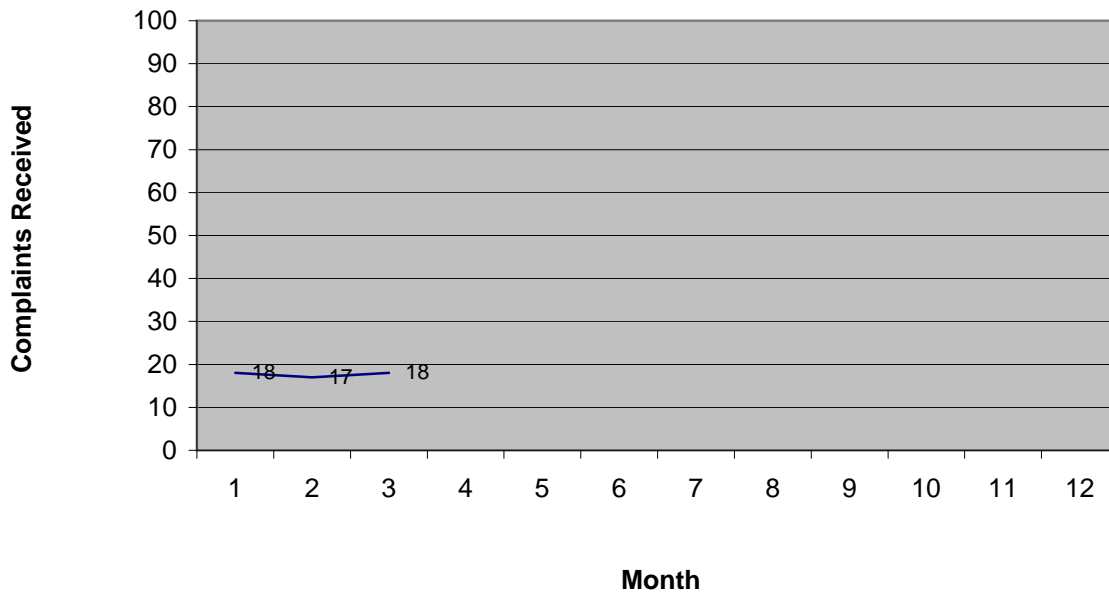
WDC Complaints Received 2011



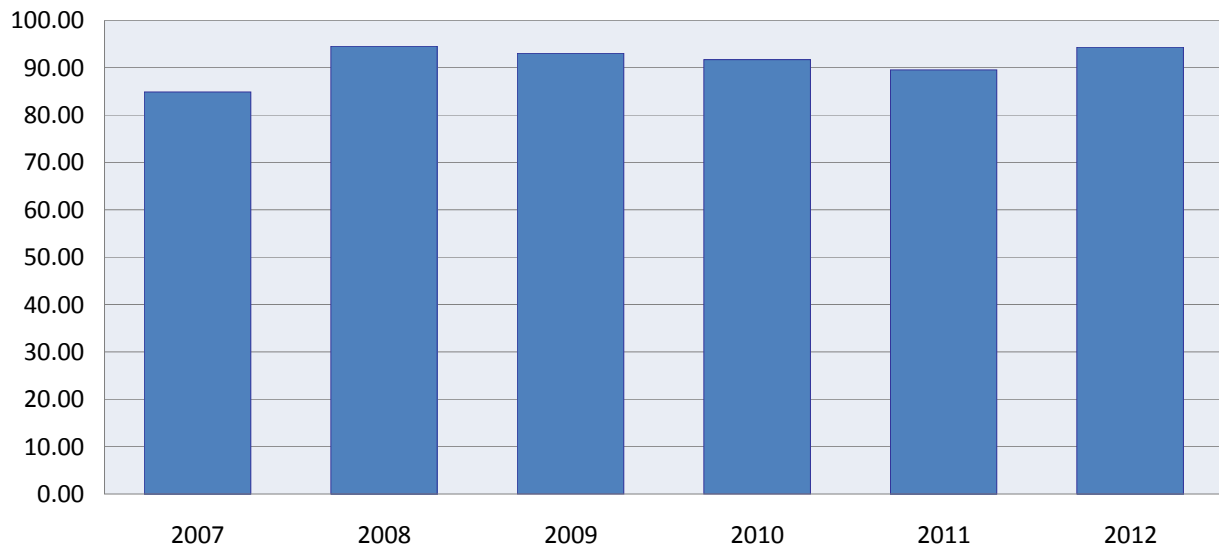
WDC Complaints in target 2012



WDC Complaints Received 2012



WDC Complaints In Target 2007 - 2012


























**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	▲ ● ★
Compliments and Complaints															
2010-11 Year	Number of compliments received	n/a	97	n/a	n/a	74	n/a	n/a	87	n/a	n/a	88	346	n/a	n/a
2011-12 Year	Number of compliments received	n/a	79	n/a	n/a	94	n/a	n/a	60	n/a	n/a	55	233		
2010-11 Year	Number of complaints received	n/a	65	n/a	n/a	54	n/a	n/a	69	n/a	n/a	64	252	n/a	n/a
2011-12 Year	Number of complaints received	n/a	79	n/a	n/a	67	n/a	n/a	53	n/a	n/a	53	199		
2010-11 Year	Percentage of complaints answered within 10 working days	90%	93.85%	●	90%	90.74%	●	90%	88.41%	●	90%	93.75%	91.62%	1.62%	●
2010-11 Year	Number answered within 10 working days		61			49			61			60	231		
2010-11 Year	Number of complaints		65			54			69			64	252		
2011-12 Year	Percentage of complaints answered within 10 working days	90%	87.34%	●	90%	86.57%	●	90%	92.45%	●	90%	92.45%	89.29%	-0.71%	●
2011-12 Year	Number answered within 10 working days		69			58			49			49	225		
2011-12 Year	Number of complaints		79			67			53			53	252		

**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: SPEED OF RESPONSE	90%	96.77%	★	90%	86.21%	●	90%	91.67%	●	90%	100.00%	94.12%	4.12%	●
2010-11 Year	Number of people satisfied with SPEED		30			25			22			35	112		
2010-11 Year	Number of responses		31			29			24			35	119		
2011-12 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.43%	★	90%	100.00%	★	90%	88.89%	●	90%	88.89%	95.83%	5.83%	★
2011-12 Year	Number of people satisfied with SPEED		27			17			24			24	92		
2011-12 Year	Number of responses logged		28			17			27			27	96		
2010-11 Year	Satisfaction with complaints handling: OUTCOME	90%	90.32%	●	90%	75.86%	▲	90%	79.17%	▲	90%	88.57%	84.03%	-5.97%	▲
2010-11 Year	Number of people satisfied with OUTCOME		28			22			19			31	100		
2010-11 Year	Number of responses		31			29			24			35	119		
2011-12 Year	Satisfaction with complaints handling: OUTCOME	90%	96.43%	★	90%	82.35%	▲	90%	77.78%	▲	90%	88.89%	89.58%	-0.42%	●
2011-12 Year	Number of people satisfied with OUTCOME		27			14			21			24	86		
2011-12 Year	Number of responses logged		28			17			27			27	96		

**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%	88.89%	91.34%	1.34%	
2011-12 Year	Number of people satisfied with COMPLAINT HANDLING		27			43			22			24	116		
2011-12 Year	Number of responses logged		28			45			27			27	127		
Symbols Used:															
	Exceeds target by more than 5%														
	Within +/- 5% of target														
	More than 5% below target														