

Items by Type by Business Unit by In Target between 01/04/12 and 30/06/12

[N.B. No comments recorded this quarter].

| Complaint | | Total |
|------------------------------------|---------------|--------------|
| Building Control | In Target | 1 |
| Council Tax | Out of Target | 3 |
| | In Target | 14 |
| Customer Service Centre | In Target | 6 |
| Development Management | In Target | 11 |
| Environmental Health | In Target | 4 |
| Green Space Contracts | In Target | 2 |
| Homelessness | In Target | 2 |
| Housing Applications | Out of Target | 1 |
| | In Target | 1 |
| Housing Benefit | Out of Target | 1 |
| | In Target | 7 |
| Housing Management | In Target | 1 |
| Internal Audit and Risk Management | In Target | 1 |
| Legal Services | In Target | 1 |
| Parking - Off-street | In Target | 1 |
| Parking - On-street | In Target | 2 |
| Recycling | In Target | 1 |
| Refuse | In Target | 1 |
| Sports Centres Client | Out of Target | 1 |
| | In Target | 2 |
| Total for Complaint | | 64 |

Items by Type by Business Unit by In Target between 01/04/12 and 30/06/12

| Compliments | | |
|------------------------------------|-----------|--------------|
| | | Total |
| (CE) Council | In Target | 1 |
| Cohesion | In Target | 1 |
| Community Safety | In Target | 3 |
| Corporate Administration | In Target | 1 |
| Council Secretariat | In Target | 1 |
| Customer Service Centre | In Target | 20 |
| Development Management | In Target | 13 |
| Environmental Health | In Target | 20 |
| Green Space Contracts | In Target | 1 |
| Homelessness | In Target | 1 |
| Housing Applications | In Target | 1 |
| Housing Management | In Target | 2 |
| Museum - Wycombe | In Target | 1 |
| Parking - Off-street | In Target | 20 |
| Planning & Sustainability HoS & PA | In Target | 2 |
| Projects & Development (Community) | In Target | 1 |
| Ranger Services | In Target | 4 |
| Refuse | In Target | 1 |
| Spatial Planning | In Target | 3 |
| Sports Centres Client | In Target | 1 |
| Total for Compliment | | 98 |
| | | |

**Items by Type by Business Unit by In Target between
01/04/12 and 30/06/12**

| | | |
|--|-----------|--------------|
| Internal Client Compliments | | |
| | | |
| Business Unit | | Total |
| | | |
| Building Control | In Target | 1 |
| | | |
| Green Space Contracts | In Target | 2 |
| | | |
| Total for Internal Client Compliments | | 3 |

Complaints in target from 01/04/12 to 30/06/12

Team: CHIEF EXECUTIVE TEAM

| Business Unit | In Target | Out of Target |
|-----------------|-----------|---------------|
| Council Tax | 14 | 3 |
| Housing Benefit | 7 | 1 |

Total for CHIEF EXECUTIVE TEAM

| | |
|----------------|----|
| In target: | 21 |
| Out of target: | 4 |

Team: I WESTGATE TEAM

| Business Unit | In Target | Out of Target |
|------------------------------------|-----------|---------------|
| Building Control | 1 | 0 |
| Customer Service Centre | 6 | 0 |
| Development Management | 11 | 0 |
| Environmental Health | 4 | 0 |
| Green Space Contracts | 2 | 0 |
| Homelessness | 1 | 0 |
| Housing Applications | 2 | 1 |
| Housing Management | 1 | 0 |
| Internal Audit and Risk Management | 1 | 0 |
| Legal Services | 1 | 0 |
| Parking - Off-street | 1 | 0 |
| Parking - On-street | 2 | 0 |
| Recycling | 1 | 0 |
| Refuse | 1 | 0 |
| Sports Centres Client | 2 | 1 |

Total for I WESTGATE TEAM

| | |
|----------------|----|
| In target: | 37 |
| Out of target: | 2 |

TOTAL FOR WYCOMBE DC

| | | |
|----------------|----|-------|
| In target: | 58 | 90.6% |
| Out of target: | 6 | 9.4% |

Complaint Feedback from 01/04/12 to 30/06/12

| | | | |
|---|----|--------------------------|---|
| Business Unit: Council Tax | | | |
| Speed - Yes: | 15 | Speed - No: | 0 |
| Easily Understood - Yes: | 15 | Easily Understood - No: | 0 |
| Outcome - Yes: | 15 | Outcome - No: | 0 |
| Complaint Handling - Yes: | 15 | Complaint Handling - No: | 0 |
| Business Unit: Customer Service Centre | | | |
| 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: Development Management | | | |
| Speed - Yes: | 1 | Speed - No: | 1 |
| Easily Understood - Yes: | 2 | Easily Understood - No: | 0 |
| Outcome - Yes: | 1 | Outcome - No: | 1 |
| Complaint Handling - Yes: | 0 | Complaint Handling - No: | 2 |
| Business Unit: Environmental Health | | | |
| 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: Homelessness | | | |
| 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: Housing Applications | | | |
| Speed - Yes: | 3 | Speed - No: | 0 |
| Easily Understood - Yes: | 2 | Easily Understood - No: | 1 |
| Outcome - Yes: | 2 | Outcome - No: | 1 |
| Complaint Handling - Yes: | 2 | Complaint Handling - No: | 1 |
| Business Unit: Housing Benefit | | | |
| 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: 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: | 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 - On-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: Recycling | | | |
| 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: Refuse | | | |
| Speed - Yes: | 1 | Speed - No: | 0 |
| Easily Understood - Yes: | 1 | Easily Understood - No: | 0 |
| Outcome - Yes: | 0 | Outcome - No: | 1 |
| Complaint Handling - Yes: | 0 | Complaint Handling - No: | 1 |

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 |

Total:

| | | | |
|---------------------------|----|--------------------------|---|
| Speed - Yes: | 39 | Speed - No: | 2 |
| Easily Understood - Yes: | 40 | Easily Understood - No: | 1 |
| Outcome - Yes: | 37 | Outcome - No: | 4 |
| Complaint Handling - Yes: | 36 | Complaint Handling - No: | 5 |

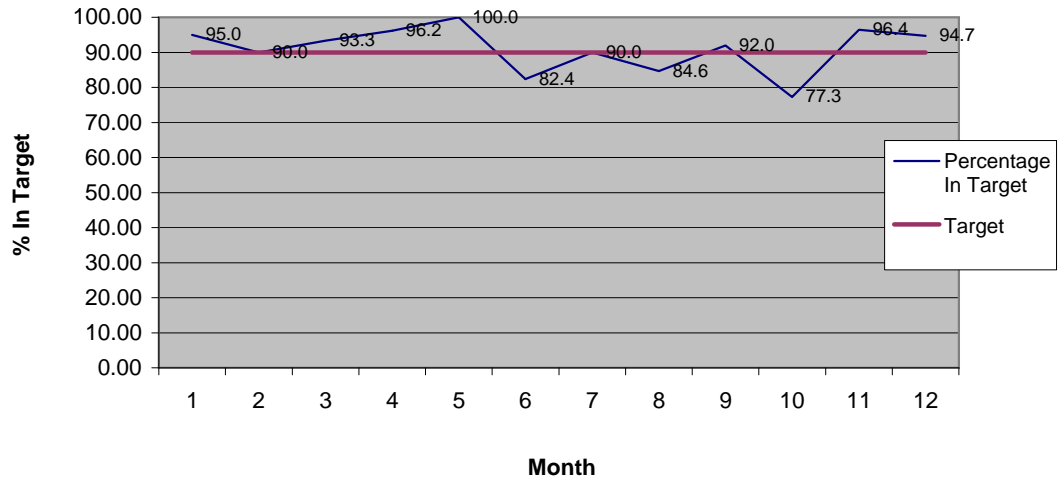
| | |
|---------------------------|-----|
| Speed - Yes: | 95% |
| Easily Understood - Yes: | 98% |
| Outcome - Yes: | 90% |
| Complaint Handling - Yes: | 88% |

| Complaints | Complaints Total | Feedback Logged |
|------------------------------------|-------------------------|------------------------|
| | | |
| Building Control | 1 | 0 |
| | | |
| Council Tax | 17 | 15 |
| | | |
| Customer Service Centre | 6 | 5 |
| | | |
| Development Management | 11 | 2 |
| | | |
| Environmental Health | 4 | 1 |
| | | |
| Green Space Contracts | 2 | 0 |
| | | |
| Homelessness | 1 | 1 |
| | | |
| Housing Applications | 3 | 3 |
| | | |
| Housing Benefit | 8 | 7 |
| | | |
| Housing Management | 1 | 0 |
| | | |
| Internal Audit and Risk Management | 1 | 0 |
| | | |
| Legal Services | 1 | 1 |
| | | |
| Parking - Off-street | 1 | 1 |
| | | |
| Parking - On-street | 2 | 2 |
| | | |
| Recycling | 1 | 1 |
| | | |
| Refuse | 1 | 1 |
| | | |
| Sports Centres Client | 3 | 1 |
| | | |
| Total for Complaint | 64 | 41 |

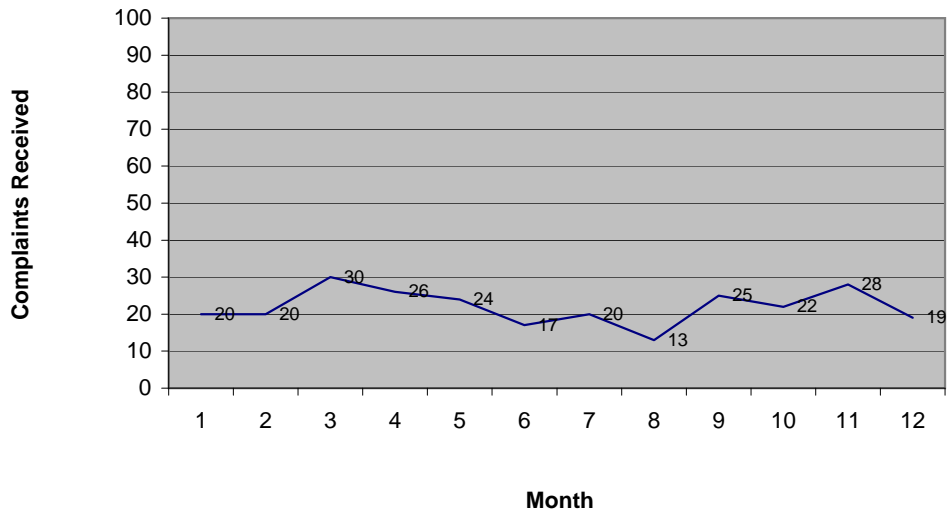
Service Improvements from 01/04/12 to 30/06/12

| Business Unit | Type | Subject | Improvement |
|-------------------------|-------------|--|---|
| Customer Service Centre | Complaint | Data Protection Breach | Additional training provided to staff concerning Data Protection Breaches |
| Recycling | Complaint | Boxes | Visit by Inspector followed by discussion with contractor - instructions to crew re-issued |
| Sports Centres Client | Complaint | Risborough Springs Swim & Fitness Centre | PCL had taken action following Monday's incident including incident scenarios at the staff training on Thursday |

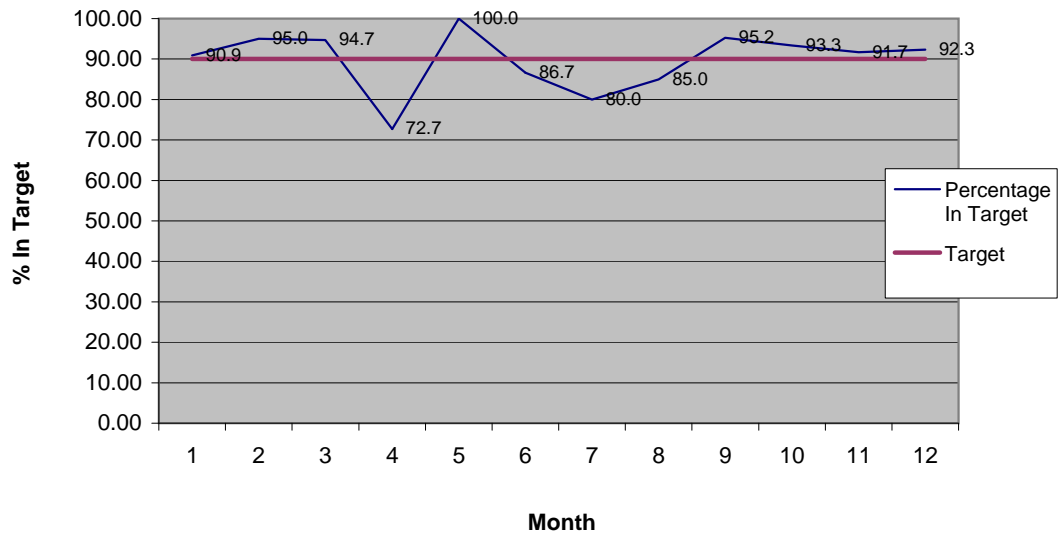
WDC Complaints in target 2010



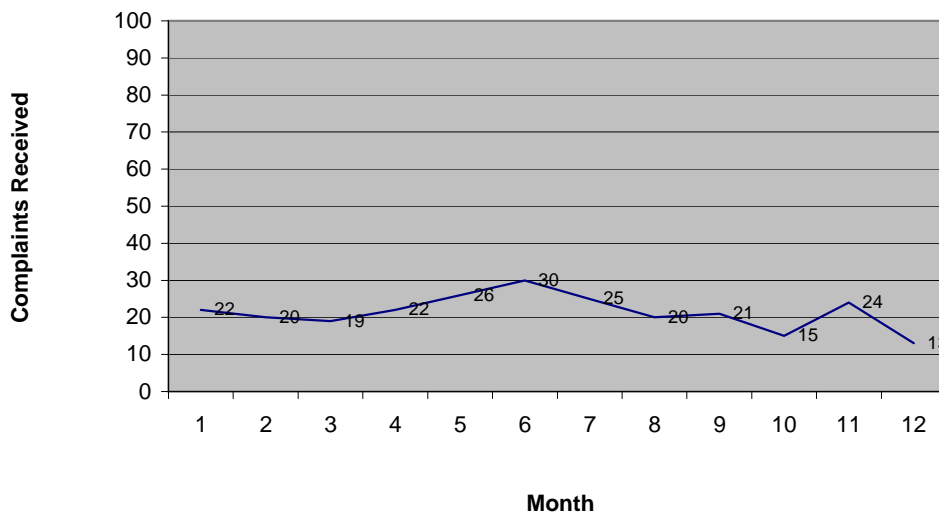
WDC Complaints Received 2010



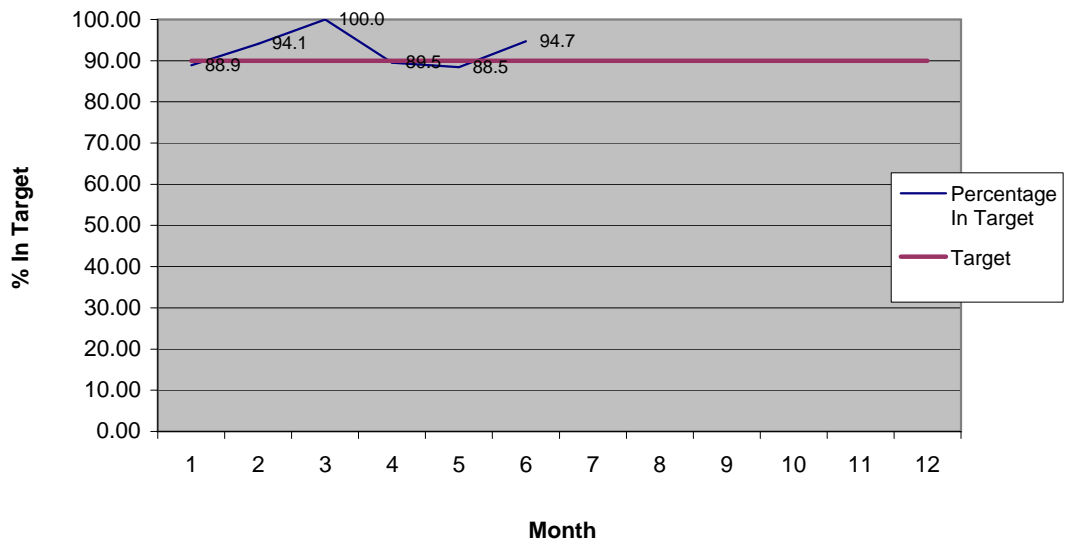
WDC Complaints in target 2011



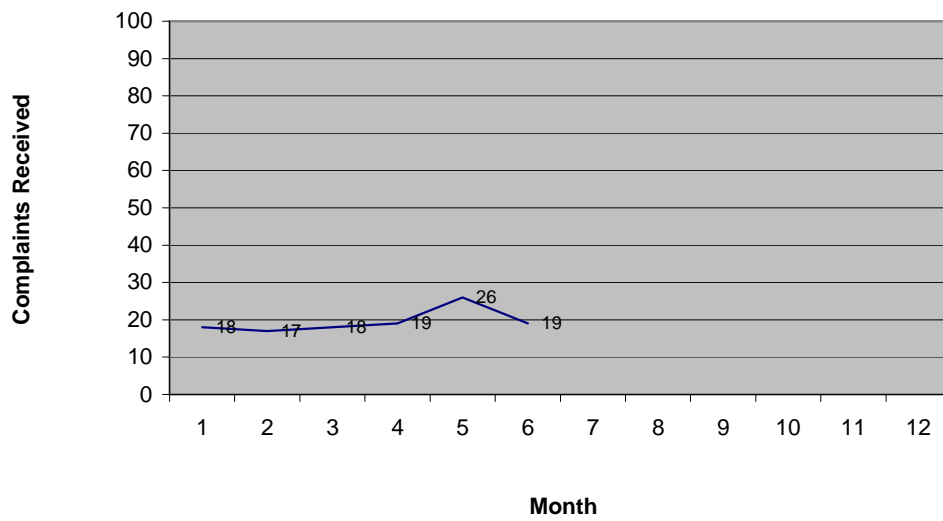
WDC Complaints Received 2011



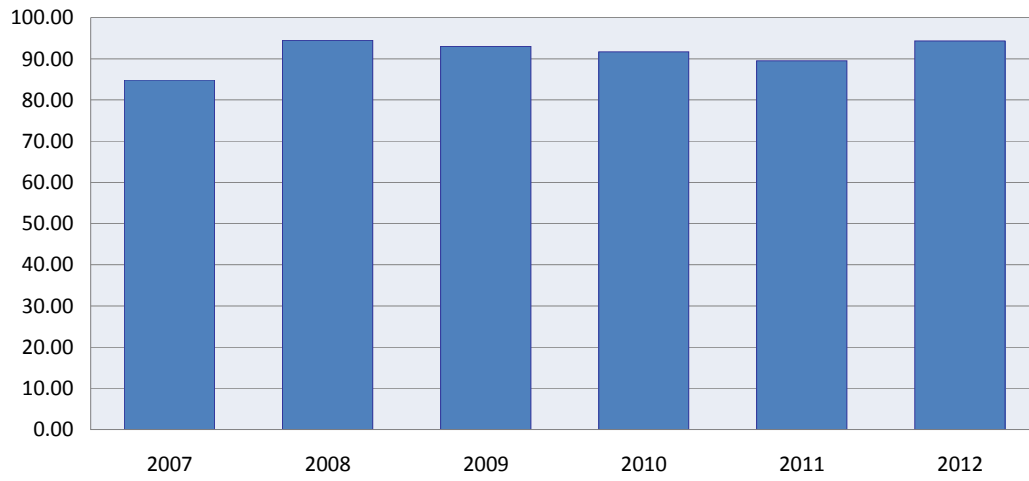
WDC Complaints in target 2012



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 | | | | | | | | | | | | | | | |
| 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 | | |
| 2012-13 Year | Number of compliments received | n/a | 98 | 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 | | |
| 2012-13 Year | Number of complaints received | n/a | 64 | n/a | | | | | | | | | | | |
| 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 | | |
| 2012-13 Year | Percentage of complaints answered within 10 working days | 90% | 90.63% | ● | | | | | | | | | | | |
| 2012-13 Year | Number answered within 10 working days | | 58 | | | | | | | | | | | | |
| 2012-13 Year | Number of complaints | | 64 | | | | | | | | | | | | |
| 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 1 | | | 24 | | | 24 | 92 | | |

**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 | ▲ ● ★ |
| 2011-12 Year | Number of responses logged | | 28 | | | 17 | | | 27 | | | 27 | 96 | | |
| 2012-13 Year | Satisfaction with complaints handling: SPEED OF RESPONSE | n/a | 95.12% | | | | | | | | | | | | |
| 2012-13 Year | Number of people satisfied with SPEED | | 39 | | | | | | | | | | | | |
| 2012-13 Year | Number of responses logged | | 41 | | | | | | | | | | | | |
| 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 | | |
| 2012-13 Year | Satisfaction with complaints handling: OUTCOME | n/a | 90.24% | | | | | | | | | | | | |
| 2012-13 Year | Number of people satisfied with OUTCOME | | 37 | | | | | | | | | | | | |
| 2012-13 Year | Number of responses logged | | 41 | | | | | | | | | | | | |
| 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 | | |
| 2012-13 Year | Satisfaction with complaints handling: COMPLAINT HANDLING | n/a | 87.80% | | | | | | | | | | | | |
| 2012-13 Year | Number of people satisfied with COMPLAINT HANDLING | | 36 | | | | | | | | | | | | |
| 2012-13 Year | Number of responses logged | | 41 | | | | | | | | | | | | |

**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 | ▲ ● ★ |

| | |
|----------------------|--------------------------------|
| Symbols Used: | |
| ★ | Exceeds target by more than 5% |
| ● | Within +/- 5% of target |
| ▲ | More than 5% below target |