

Items by Type by Business Unit by In Target between 01/01/2013 and 31/03/2013

		Total
Comments		
Customer Service Centre	Out of Target	1
	In Target	4
Green Space Contracts	In Target	1
Total for Comments		6
Complaints		
Building Control	In Target	1
Cleansing	In Target	1
Corporate Administration	In Target	2
Council Tax	In Target	6
Customer Service Centre	In Target	8
Development Management	Out of Target	1
	In Target	13
Environmental Health	In Target	3
Housing Applications	In Target	3
Housing Maintenance	In Target	1
Legal Services	In Target	1
Parking - Off-street	In Target	2
Property Services	In Target	2
Recycling	In Target	1
Refuse	In Target	1
Sports Centres Client	In Target	6
Tourism	In Target	1
Total for Complaints		53
Compliments		
Building Control	In Target	4
Cohesion	In Target	1

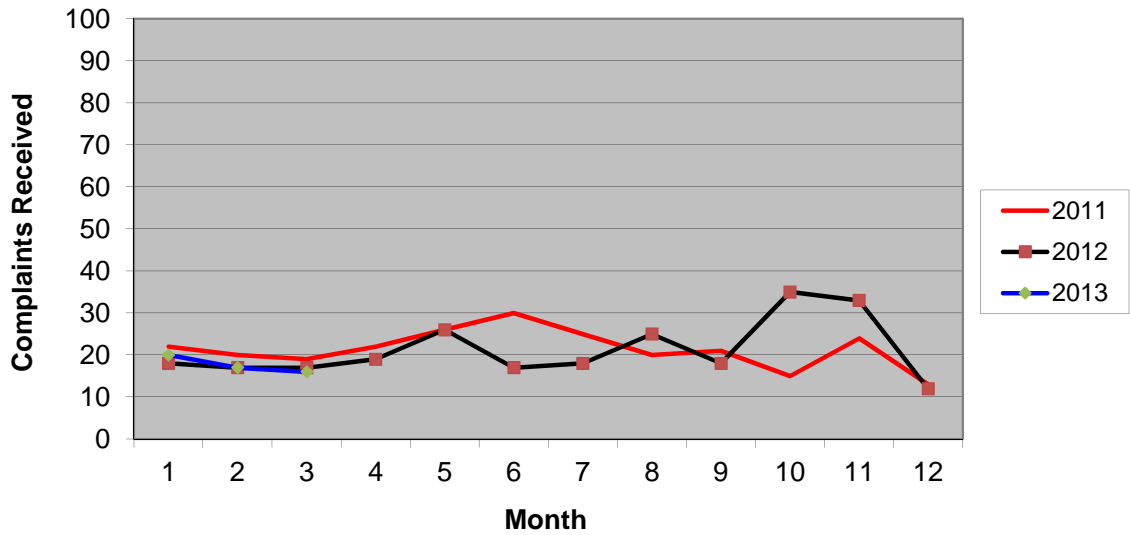
**Items by Type by Business Unit by In Target between
01/01/2013 and 31/03/2013**

		Total
Community Safety	In Target	4
Council Tax	In Target	2
Customer Service Centre	In Target	17
Demo & Legal HoS & PA/Complaints Officer	In Target	1
Development Management	In Target	9
Elections/Land Charges	In Target	1
Environmental Health	In Target	14
Green Space Contracts	In Target	1
Legal Services	In Target	2
Museum - Wycombe	In Target	5
Parking - Off-street	In Target	6
Ranger Services	In Target	1
Recycling	In Target	1
Refuse	In Target	9
Spatial Planning	In Target	3
Sports Development	In Target	2
Tourism	In Target	1
Total for Compliments		84
Internal Client Compliment		
Sports Development	In Target	1
Total for Internal Client Compliments		1

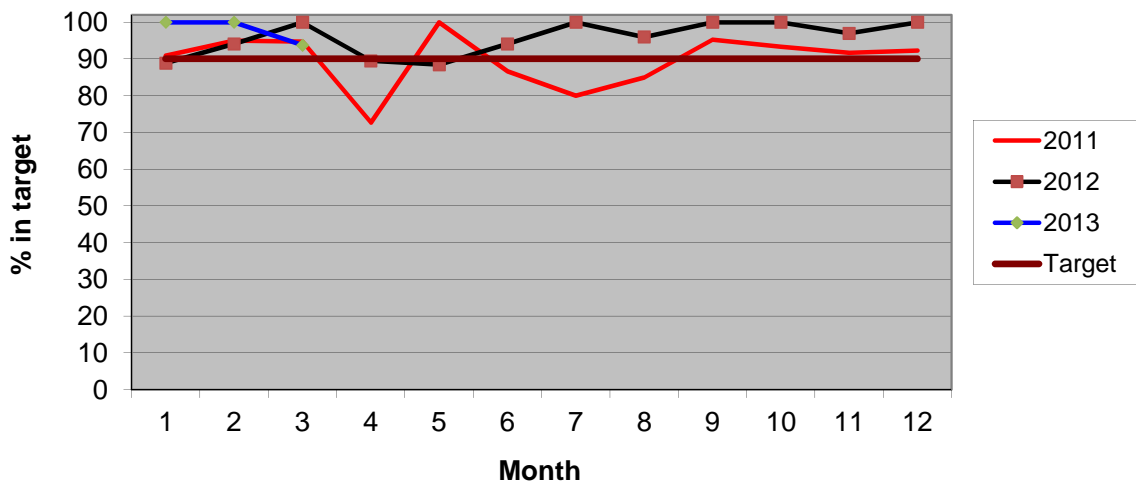
Service Improvements from 01/01/13 to 31/03/13

Business Unit	Subject	Improvement
Cleansing	Street Cleaning	Concerns passed on to new Contractor
Environmental Health	Food Safety	Discussed with officer concerned
Housing Maintenance	Central Heating	Discussions to be held with Red Kite
Recycling	Missed Paper	Policy reviewed
Refuse	Bin collection	Resident visited - order placed for larger bin

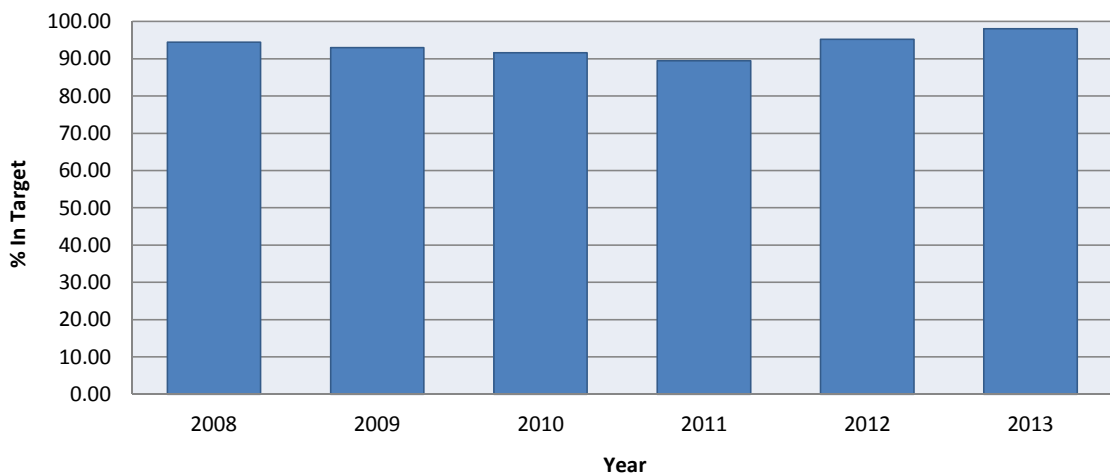
WDC Complaints Received by Month 2011-2013



























WDC Complaints in target 2011-2013































WDC Complaints In Target 2008 - 2013






**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	95	n/a	n/a	89	n/a	n/a	108	n/a	n/a	84	386	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	65	n/a	n/a	62	n/a	n/a	80	n/a	n/a	53	256	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%		90%	96.77%		90%	98.75%		90%	98.11%	96.48%	6.48%	
2012-13 Year	Number answered within 10 working days		58			60			79			52	247		
2012-13 Year	Number of complaints		64			62			80			53	256		
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		

**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	  
2012-13 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	n/a	95.12%		n/a	90.32%		n/a	91.67%		n/a	87.50%	93.94%		
2012-13 Year	Number of people satisfied with SPEED		39			28			22			14	124		
2012-13 Year	Number of responses logged		41			31			24			16	132		
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%		n/a	93.55%		n/a	87.50%		n/a	81.25%	88.64%		
2012-13 Year	Number of people satisfied with OUTCOME		37			29			21			13	117		
2012-13 Year	Number of responses logged		41			31			24			16	132		
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%		n/a	87.10%		n/a	87.50%		n/a	87.50%	89.39%	n/a	
2012-13 Year	Number of people satisfied with COMPLAINT HANDLING		36			27			21			14	118		
2012-13 Year	Number of responses logged		41			31			24			16	132		

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