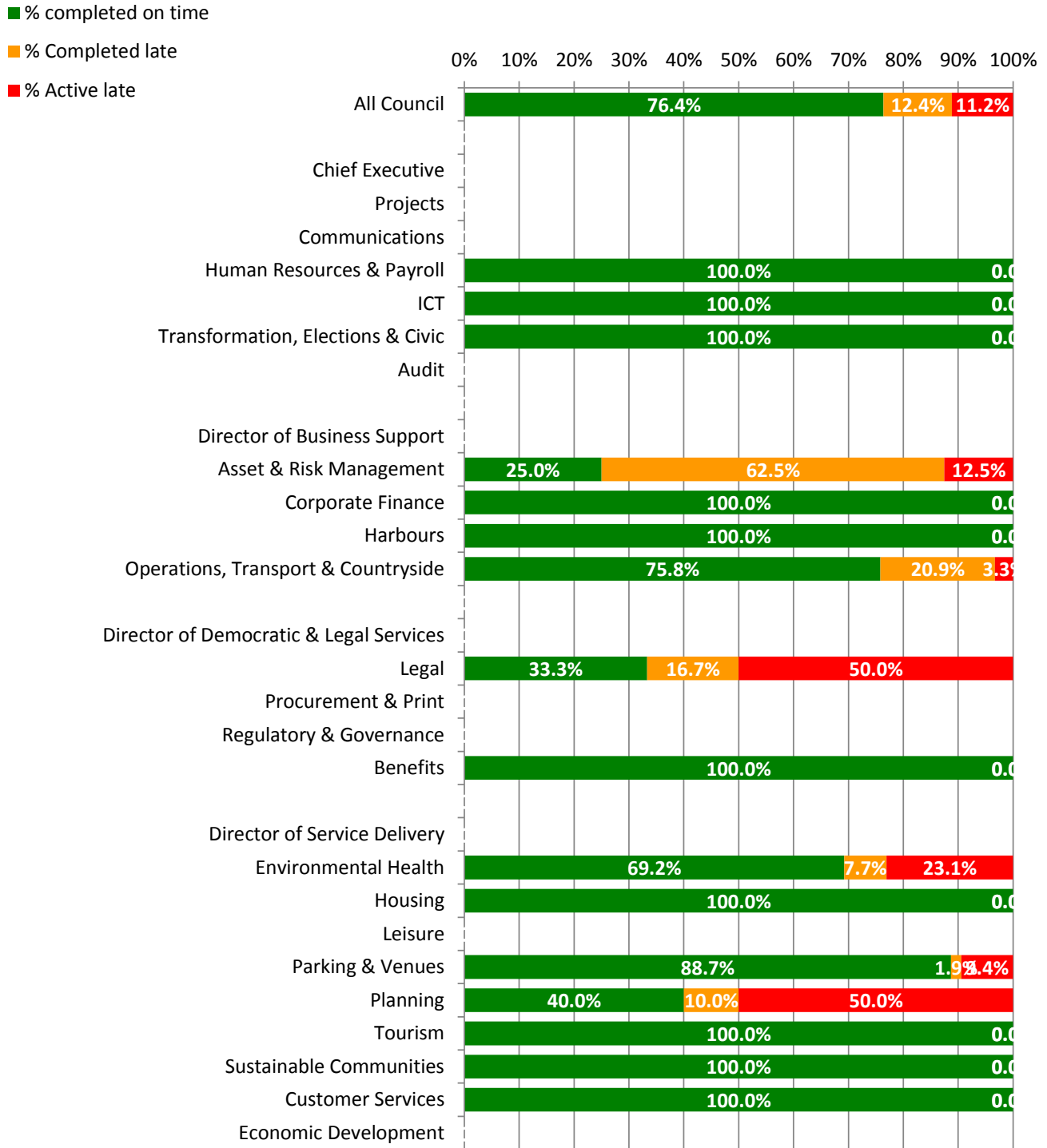


Complaints Analysis 2016/17

	2016/17 Target	Current Year - 2016/17 (Jun 2015 - Jul 2016)			Previous Year - 2015/16 (Jun 2014 - Jul 2015)			Previous Quarter - 2015/16 (Apr 2015 - Mar 2016)			Improving on previous year	Meeting Target	Improving on previous quarter
		Total No. Complaints	% Completed within timescale	Ave. days to complete	Total No. Complaints	% Completed within timescale	Ave. days to complete	Total No. Complaints	% Completed within timescale	Ave. days to complete			
All Council	80%	233	76.4%	12.3	172	70.9%	14.4	215	77.7%	12.4	Better	No	Worse
Chief Executive													
Human Resources & Payroll	80%	1	100.0%	15.0	1	0.0%	100.0	1	100.0%	15.0	Better	Yes	Same
Projects	80%	0			0			0					
Communications	80%	0			0			0					
ICT	80%	1	100.0%	3.0	2	100.0%	6.0	1	100.0%	3.0	Better	Yes	Same
Transformation, Elections & Civic	80%	2	100.0%	11.0	0			2	100.0%	11.0		Yes	Same
Audit	80%	0			0			0					
Director of Business Support													
Operations, Transport & Countryside	80%	91	75.8%	14.6	52	73.1%	17.3	73	74.0%	15.7	Better	No	Better
Asset & Risk Management	80%	8	25.0%	33.4	6	83.3%	8.7	7	28.6%	32.1	Worse	No	Worse
Harbours	80%	1	100.0%	13.0	2	100.0%	1.5	2	100.0%	6.5	Better	Yes	Same
Corporate Finance	80%	17	100.0%	5.9	9	100.0%	1.7	17	100.0%	5.3	Better	Yes	Same
Director of Democratic & Legal Services													
Legal	80%	6	33.3%	20.7	0			4	25.0%	23.5		No	Better
Procurement & Print	80%	0			0			0					
Regulatory & Governance	80%	0			0			0					
Benefits	80%	2	100.0%	1.0	5	100.0%	2.2	4	100.0%	2.3	Better	Yes	Same
Director of Service Delivery													
Environmental Health	80%	13	69.2%	9.1	12	100.0%	3.1	13	84.6%	7.8	Worse	No	Worse
Housing	80%	5	100.0%	6.4	1	100.0%	18.0	4	100.0%	7.0	Better	Yes	Same
Leisure	80%	0			0			0					
Parking & Venues	80%	53	88.7%	10.2	35	71.4%	13.6	51	90.2%	10.5	Better	Yes	Worse
Planning	80%	20	40.0%	15.7	20	25.0%	27.2	20	40.0%	14.7	Better	No	Same
Tourism	80%	1	100.0%	1.0	0			0				Yes	
Sustainable Communities	80%	1	100.0%	8.0	1	100.0%	1.0	1	100.0%	1.0	Better	Yes	Same
Customer Services	80%	10	100.0%	3.5	23	69.6%	14.9	13	100.0%	3.1	Better	Yes	Better
Economic Development	80%	0			1	0.0%	33.0	1	0.0%	33.0			

Graph showing proportion of complaints by status



Complaints Exception Reporting - Quarter 1 2016/17 (Jul 2015 - Jun 2016)

Asset & Risk Management

	Total number of complaints	Target – % complaints completed within 20 working days	% complaints completed within 20 working days	Average Days taken to complete	% of complaints escalated to stage 2
2016/17 (Jul 15 - Jun 16)	8	80%	25.0%	33.4	37.5%
2015/16 (Jul 14 - Jun 15)	6	80%	83.3%	8.7	33.3%
2014/15 (Jul 13 - Jun 14)	0	80%			

Managers Comments

The nature of the complaint required investigation by various Services which has unfortunately taken longer than expected.

Environmental Health

	Total number of complaints	Target – % complaints completed within 20 working days	% complaints completed within 20 working days	Average Days taken to complete	% of complaints escalated to stage 2
2016/17 (Jul 15 - Jun 16)	13	80%	69.2%	9.1	23.1%
2015/16 (Jul 14 - Jun 15)	12	80%	100.0%	3.1	0.0%
2014/15 (Jul 13 - Jun 14)	0	80%			

Managers Comments

No comments received from Manager