

Complaints Analysis 2017/18

	2017/18 Target	Current Year - 2017/18 (Jul 2016 - Jun 2017)		Previous Year - 2016/17 (Jul 2015 - Jun 2016)		Previous Quarter - 2016/17 (Apr 2016 - Mar 2017)	
		% Completed within timescale	Ave. days to complete	% Completed within timescale	Ave. days to complete	% Completed within timescale	Ave. days to complete
All Council	80%	86.4%	9.8	77.9%	15.3	54.9%	15.3

Chief Executive

Human Resources & Payroll	80%	100.0%	0.0	100.0%	15.0		
Projects	80%	100.0%	8.0				
Communications	80%						
ICT	80%	100.0%	2.3	100.0%	3.0	100.0%	2.3
Transformation, Elections & Civic	80%	100.0%	0.0	100.0%	11.0		
Audit	80%						

Director of Business Support

Operations, Transport & Countryside	80%	92.7%	6.8	74.7%	19.6	85.2%	13.2
Asset & Risk Management	80%	66.7%	11.0	25.0%	36.8	25.0%	36.7
Harbours	80%	100.0%	16.0	100.0%	13.0		
Corporate Finance	80%	96.7%	6.7	100.0%	5.9	100.0%	5.5

Director of Democratic & Legal Services

Legal	80%	0.0%	None yet completed	33.3%	62.8	25.0%	15.0
Procurement & Print	80%						
Regulatory & Governance	80%	50.0%	7.0			100.0%	7.0
Benefits	80%	100.0%	2.0	100.0%	1.0	100.0%	1.3

Director of Service Delivery

Environmental Health	80%	87.0%	8.9	69.2%	31.4	70.6%	22.4
Housing	80%	75.0%	8.8	100.0%	6.4	75.0%	9.5
Parking & Venues	80%	81.3%	16.7	88.7%	21.8	74.2%	22.1
Planning	80%	60.0%	12.9	40.0%	90.8	33.3%	25.6
Tourism	80%	100.0%	15.0	100.0%	1.0	100.0%	8.0
Sustainable Communities	80%	100.0%	7.8	100.0%	8.0	100.0%	7.7
Customer Services	80%	100.0%	4.5	100.0%	2.8	100.0%	4.0
Economic Development	80%						

Improving on previous year	Meeting Target	Improving on previous quarter
Better	Yes	Better

Same	Yes	
	Yes	
Same	Yes	Same
Same	Yes	

Better	Yes	Better
Better	No	Better
Same	Yes	
Worse	Yes	Worse

Worse	No	Worse
	No	Worse
Same	Yes	Same

Better	Yes	Better
Worse	No	Same
Worse	Yes	Better
Better	No	Better
Same	Yes	Same
Same	Yes	Same
Same	Yes	Better