

Statistical Code Analysis Report

April 2012

Directorate	Service	Stage 1					Stage 2				
		No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	25	1	24	21	84%	1	0	1	1	100%
	NMS	8	1	7	7	88%					
	Environmental Health	1	1	0	0	0%					
	Housing Options & Homeless Service	1	0	1	1	100%					
	Business Improvement	1	0	1	1	100%					
Regeneration	Policy Design and cons	1	0	1	1	100%					
	Guildhall	3	1	2	2	67%	1	1	0	0	0
	Parking	1	0	1	1	100%					
	Cultural Services	1	1	0	0	0%					
	Environmental Planning	1	1	0	0	0%					
	Museums	2	2								
Resources	Elections	2	0	2	2	100%					
	Civica	1	1	0	0	0%					
	Total	48	9	39	36	78%	2	1	1	1	50%
External	GCH	1									

Ombudsman Complaints

Statistical Code Analysis Report

May 2012

Directorate	Service	Stage 1					Stage 2				
		No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	36		36	22	61.10%	1		1	1	
	NMS Neighbourhoods	3	1	2	2	100.00%					
	NMS Environmental	2	2								
	Electoral roll	1		1		100.00%					
	Environmental Health	3		3	2	66.70%					
	Housing Options & Homeless Service	1		1	1	100.00%					
Regeneration	Spatial Planning & Environment	1		1	1	100.00%					
	Planning	1	1								
	Projects & Maintenance	1		1							
	Regeneration Services	1			1						
	Guildhall						1		1	1	100.00%
Total	50	4	45	28	56.00%	1	0				
External Organisations	Civica-Bens, Investigations & Welfare Rights	1	1								
	Gloucester City Homes	1	1								
	Total	2	2	0							

Ombudsman Complaints

Statistical Code Analysis Report

June		2012		Stage 1 Complaints			Stage 2 Complaints				
Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	82		82	79	96.34	2		2	2	100%
	NMS Neighbourhoods	3		3	2	66.67					
	NMS Enviro	4		4	4	100.00					
	Housing Options & Homeless Services	1		1	1	100.00					
	Environmental Health	2		2	2	100.00					
Regeneration	Parking	3		3	3	100.00					
	Guildhall	1		1	1	100.00					
	Total	96	0	96	92	95.83					
External Organisations	Revenues, Fees and Charges (Civica)	1	1								
	Gloucester City Homes	2		2							
	Total	3	1								
Full total		94	7	87							

Statistical Code Analysis Report

October		2012		Stage 1 Complaints			Stage 2 Complaints				
Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Customer Services	5		5	5	100%					
	Enterprise	47	9	38	37	78%	1		1	1	100%
	Housing Options & Homeless Services	2		2	1	50%					
	NMS Neighbourhoods	5		5	4	80%					
	NMS Enviro	5		5	5	100%					
	Cems & Crematorium	1		1	1	100%					
Regeneration	Guildhall	3		3	2	100%					
	Development Control-Regeneration	1		1	1	100%					
	Parking	3		3	3	100%					
	Markets	2	2								
Total		74	11	63							
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	1		1	1	100%					
	Revenues, Fees & Charges	2	1	1	1	100%					
	Gloucester City Homes	2		2	2	100%					
	Aspire - GL1	1		1	1	100%					
	Total	6	1	5							
Overall Total		80	12	68							

Statistical Code Analysis Report

August		2012					Stage 1 Complaints					Stage 2 Complaints				
Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days					
Services & Neighbourhoods	Customer Services	5		5	5	100%										
	Enterprise	72	16	56	51	71%	3	2	1	1						
	Environmental Health	2		2	2	100%										
	Housing Options & Homeless Services	5	1	4	2	40%										
	NMS Neighbourhoods	4	1	3	2	50%										
	NMS Enviro	9	1	8	4	44%	1	1								
Regeneration	Guildhall	2	0	2	2	100%										
	Markets	1	1													
	Parking	3		3	3	100%										
	Planning	1	1													
Total		104	21	83	71		4	4	1	25						
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	1		1												
	Council Tax	2	2													
	Glos City Homes	1	1													
	Total	4	3	1												
Full total		108	24	84												

Statistical Code Analysis Report

September		2012		Stage 1 Complaints			Stage 2 Complaints				
Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Customer Services	4		4	2	50%					
	Enterprise	61	9	52	47	77%	3		3	3	100%
	Environmental Health	2		2	2	100%					
	Housing Options & Homeless Services	1		1							
	NMS Neighbourhoods	6	0	6	6	100%					
	NMS Enviro	8		8	7	88%					
Strategy & Development	Electoral Roll	2		2	2	100%					
Regeneration	Guildhall	1		1	1	100%					
	Parking	3		3	3	100%					
	Tourist Information Centre	1		1	1	100%					
Total		89	9	80	71	79.78					
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	1	1								
	Revenues, Fees & Charges	11		11							
	Sundry Debtors	2		2							
	Council Tax	3	3								
Total		17	4	13							

Statistical Code Analysis Report

November		2012		Stage 1 Complaints			Stage 2 Complaints				
Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Customer Services	5	1	4	3	75%					
	Enterprise	37	6	31	30	96%	2		2	2	100%
	Homeless & Housing Advise Mgr	1		1	1	100%					
	NMS Neighbourhoods	4	2	2	2	50%					
	NMS Enviro	1		1							
	Environmental Health	2		2	1	50%					
	Pest Control Contractor	1		1	1	100%					
	Cems & Crematorium	1		1	1	100%					
Regeneration	Regeneration Services	1	1								
	Guildhall	1		1	1	100%					
	Parking	3		3	1	33%					
	Environmental Planning	1	1		1	100%					
Resources	Electoral Roll	1		1		100%					
Total		59	11	48							
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	3	2	1	2	66%					
	Revenues, Fees & Charges	1		1							
	council Tax	1		1	1	100%					
	Gloucester City Homes	1		1	1	100%					
	Total	6	2	4							
Overall Total		65	13	52							

