

Breakdown of Complaints by Service Area

		01 April 2019 - 01 August 2019	01 April 2020 - 01 August 2020		
Directorate	Service area	Estimated Volume for 4 months	Total received	Variance to 2019	Proportion of Complaints
Internal Ops	Customer Services inc Deane Helpline & ERT	25	13	-48%	3%
	Governance inc Electoral Services	4	1	-75%	0%
	Income & Sundry Debts	1	0	-100%	0%
	Revenues & Benefits	53	34	-36%	8%
	Website	17	12	-29%	3%
External Ops	Bereavement Services	4	0	-100%	0%
	Cleansing (Idverde)	8	8	0%	2%
	Environmental Health, Private Sector Housing	7	6	-14%	1%
	Open Spaces	60	45	-25%	10%
	Parking	14	2	-86%	0%
	Waste Services (SWP)	47	200	326%	45%
Housing & Communities	Development & Regeneration (North Taunton)	1	1	0%	0%
	Homelessness & Accommodation (Homefinder /	17	20	18%	4%
	Maintenance, Compliance & Housing Assets	67	45	-33%	10%
	Tenancy & Lettings	21	22	5%	5%
Development & Place	Land Charges	0	0	N/A	0%
	Planning	14	21	50%	5%
Other	Other	17	19	12%	4%
Overall totals		378	449	19%	100%