

Stage 1 Complaints April 2022 - Mar 2023

			Performance (Time to respond)									
Directorate	Division	Service	Directorate Total	Division Total	Service Total	1-10 wkg days	11-20 wkg days	21-40 wkg days	41+ wkg days	Open	Withdrawn	Average wkg days
<b>Corporate Services</b>			<b>284</b>			<b>105</b>	<b>16</b>	<b>10</b>	<b>10</b>	<b>29</b>	<b>114</b>	
<b>Percentage Performance</b>						<b>37%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>10%</b>	<b>40%</b>	
	Participation, Policy & Communication			5		1		1	1	2	0	34
	Digital & IT			5				1		3	1	25
	Law & Governance			7		0	0	0	0	3	4	
		Legal			1					1		
		Business Support Services			3					2	1	
		Committee Services			0							
		Mayor's Office			0							
		Electoral Services			3						3	
	People & Inclusion (HR)			5		1			2	1	1	
	Finance & Procurement			0								
	Customer Services			262		103	16	8	7	20	108	
		Benefits			14	4			1	3	6	17
		Council Tax & Business Rates			55	39	2	3	1	1	9	10
		Customer & Registration Services			42	5	2	3	4	15	13	53
		Contact Camden			1	1						5
		Parking Operations			150	54	12	2	1	1	80	11
<b>Supporting Communities</b>			<b>2051</b>			<b>810</b>	<b>424</b>	<b>140</b>	<b>143</b>	<b>252</b>	<b>282</b>	<b>30</b>
<b>Percentage Performance</b>						<b>39%</b>	<b>21%</b>	<b>7%</b>	<b>7%</b>	<b>12%</b>	<b>14%</b>	
	Community Services			84		28	10	2	4	17	23	25
		Sports & Physical Activity			2			1			1	25
		Community Partnerships			8	2	2				4	8
		Libraries, Arts & Tourism			5	1	2		2			88
		Safer Camden Network			1	1						5
		Public Protection			24	7	1	1	1	6	8	16
		Green Spaces			22	9	4			5	4	10
		Community Safety & Emergency Management			22	8	1		1	6	6	22
	Development			12		2	0	1	2	6	1	53
		Community Investment & Regeneration Programme			4				1	3		79
		Asset Strategy & Valuation			1							1
		Neighbourhoods			7	2		1	1	2	1	27
		Town Hall Project			0							
		Regeneration & Development			0							
	Housing Management			304		60	38	36	41	71	58	28
		Estate Management			86	13	17	14	9	19	14	25
		Leaseholder Services			53	24	4	3	5	16	1	26
		Landlord Services			146	18	15	17	26	33	37	44
		Camden Safety Programme			1					1		
		Tenant Participation & sheltered housing services			18	5	2	2	1	2	6	17
	Property Management			1150		631	325	78	57	28	31	8
		Facilities Management			2					1	1	
		Planned Works			10	4				5	1	5
		Property Planning & Asset Management			2	1				1		3
		Repairs & Operations			1136	626	325	78	57	21	29	15
	Economy, Regeneration & Investment			129		11	6	3	7	73	29	44
		Community Investment & Regeneration Programme			4				1	3		79
		Inclusive Economy			60	3	2	1	2	42	10	27
		Development Management			63	8	4	2	4	26	19	25
		HS2 Programme			2					2		
	Environment & Sustainability			108		14	7	0	2	22	63	15
		Sustainability, Air Quality & Energy			0							
		Building Control			10					10		
		Environment Services			98	14	7		2	12	63	15
					0							
	Housing Support Services			253		63	37	19	28	29	77	19
		Camden Accessible Travel Solutions			9	3			1	1	4	18
		Housing Needs			168	27	24	16	23	16	62	35
		Housing Commissioning & Partnerships			71	32	13	3	4	10	9	13
		Private Sector Housing			1	1						10
		Temporary Accommodation			4					2	2	
	Resident Safety			11		1	1	1	2	6	0	51
		Resident Safety Engagement			3			1	1	1		63
		Safer Homes				1	1		1	4		39
		Safety Performance & Governance			1					1		
<b>Supporting People</b>			<b>96</b>			<b>11</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>46</b>	<b>30</b>	
<b>Percentage Performance</b>						<b>11%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>48%</b>	<b>31%</b>	
	Adult Social Care			39		2	1	1	1	19	15	27
		Support & Safeguarding Adults			30	2	1	1	1	14	11	27
		Integrated Learning Disability Service (CLDS)			1					1		
		Camden & Islington Trust (incl R&R, SAMH)			0							
		Awards & Contributions Team			0							
		Transformation & Performance			0							
		Mental Health Social Work Service			1						1	
		Provider Services			7					4	3	
	Children's Safeguarding & Social Work			29		4	2	1	2	12	8	
		Children & Young People Disability Service (MOSAIC)			3					2	1	
		Children In Need			17	4		1	1	8	3	19
		Looked After Children & Care Leavers			8		2		1	2	3	63
		Children's Quality Assurance			1						1	
	Early Intervention & Prevention			24		3	0	1	0	13	7	
		Early Years			8	1				5	2	10
		Family Support & Complex Families			1					1		
		Integrated Youth Service			0							
		Special Educational & Inclusion Intervention Service			15	2		1		7	5	15
	Education & Integrated Commissioning			4		4	2	0	0	2	0	
		Adult Community Learning			0							
		Resources			4							
		Mental Health & Learning			0							
		Disabilities Integrated Commissioning			0							
		Adults Commissioning			0							
		Children's Integrated Commissioning			0							
		Education, Commissioning & School Organisation			4	2				2		8
<b>Whole Council Total</b>			<b>2431</b>			<b>926</b>	<b>443</b>	<b>153</b>	<b>156</b>	<b>327</b>	<b>426</b>	
						<b>38%</b>	<b>18%</b>	<b>6%</b>	<b>6%</b>	<b>13%</b>	<b>18%</b>	