

Stage 2 Complaints April 2022 - Mar 2023

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Outcome				
						Not Upheld	Upheld	Partly Upheld	Open	Withdrawn
Corporate Services			28			18	2	8	0	0
Percentage Outcomes						64%	7%	29%	0%	0%
Participation, Policy & Communication			0			0	0	0	0	0
Digital & IT			0			0	0	0	0	0
Law & Governance			0			0	0	0	0	0
Legal					0	0	0	0	0	0
Business Support Services					0	0	0	0	0	0
Committee Services					0	0	0	0	0	0
Mayor's Office					0	0	0	0	0	0
Electoral Services					0	0	0	0	0	0
People & Inclusion (HR)			0			0	0	0	0	0
Finance & Procurement			0			0	0	0	0	0
Customer Services			28			18	2	8	0	0
Benefits					1	0	0	1	0	0
Council Tax & Business Rates					6	2	0	4	0	0
Customer & Registration Services					0	0	0	0	0	0
Customer Insight					0	0	0	0	0	0
Parking Operations					21	16	2	3	0	0
Supporting Communities			383			173	95	104	1	10
Percentage Outcomes						45%	25%	27%	0%	3%
Community Services			16			12	1	3	0	0
Sports & Physical Activity					0	0	0	0	0	0
Community Partnerships					0	0	0	0	0	0
Libraries, Arts & Tourism					0	0	0	0	0	0
Safer Camden Network					0	0	0	0	0	0
Public Protection					5	5	0	0	0	0
Green Spaces					4	2	0	2	0	0
Community Safety & Emergency Management					7	5	1	1	0	0
Development			0			0	0	0	0	0
Community Investment & Regeneration Programme					0	0	0	0	0	0
Asset Strategy & Valuation					0	0	0	0	0	0
Neighbourhoods					0	0	0	0	0	0
Town Hall Project					0	0	0	0	0	0
Regeneration & Development					0	0	0	0	0	0
Housing Management			62			38	11	13	0	0
Estate Management					21	9	8	4	0	0
Leaseholder Services					16	13	1	2	0	0
Landlord Services					21	13	2	6	0	0
Camden Safety Programme					0	0	0	0	0	0
Tenant Participation & sheltered housing services					4	3	0	1	0	0
Property Management			223			79	69	72	0	3
Facilities Management					0	0	0	0	0	0
Planned Works					4	3	0	1	0	0
Property Planning & Asset Management					1	1	0	0	0	0
Repairs & Operations					218	75	69	71	0	3
Economy, Regeneration & Investment			16			10	4	1	1	0
Community Investment & Regeneration Programme					0	0	0	0	0	0
Inclusive Economy, Regeneration & Planning					5	3	2	0	0	0
Development Management					11	7	2	1	1	0
HS2 Programme					0	0	0	0	0	0
Environment & Sustainability					0	0	0	0	0	0
Building Control					12	7	3	1	0	1
Environment Services					0	0	0	0	0	0
Sustainability, Air Quality & Energy					0	0	0	0	0	0
Housing Support Services			54			27	7	14	0	6
Camden Accessible Travel Solutions					0	0	0	0	0	0
Housing Needs					35	18	4	8	0	5
Private Sector Housing					0	0	0	0	0	0
Housing Commissioning & Partnerships					19	9	3	6	0	1
Temporary Accommodation					0	0	0	0	0	0
Resident Safety			0			0	0	0	0	0
Resident Safety Engagement					0	0	0	0	0	0
Safer Homes					0	0	0	0	0	0
Safety Performance & Governance					0	0	0	0	0	0
Supporting People			9			0	0	3	1	5
Percentage Outcomes						0%	0%	33%	11%	56%
Adult Social Care			0			0	0	0	0	0
Support & Safeguarding Adults					0	0	0	0	0	0
Integrated Learning Disability Service (CLDS)					0	0	0	0	0	0
Camden & Islington Trust (incl R&R, SAMH)					0	0	0	0	0	0
Awards & Contributions Team					0	0	0	0	0	0
Transformation & Performance					0	0	0	0	0	0
Mental Health Social Work Service					0	0	0	0	0	0
Provider Services					0	0	0	0	0	0
Children's Safeguarding & Social Work			8			0	0	3	1	4
Children & Young People Disability Service (MOSAIC)					0	0	0	0	0	0
Children In Need					4	0	0	1	1	2
Looked After Children & Care Leavers					3	0	0	2	0	1
Children's Quality Assurance					1	0	0	0	0	1
Early Intervention & Prevention			1			0	0	0	0	1
Early Years					0	0	0	0	0	0
Family Support & Complex Families					0	0	0	0	0	0
Integrated Youth Service					0	0	0	0	0	0
Special Educational & Inclusion Intervention Service					1	0	0	0	0	1
Adult Community Learning					0	0	0	0	0	0
Education & Integrated Commissioning			0			0	0	0	0	0
Resources					0	0	0	0	0	0
Mental Health & Learning Disabilities Integrated Commissioning					0	0	0	0	0	0
Adults Commissioning					0	0	0	0	0	0
Children's Integrated Commissioning					0	0	0	0	0	0
Education, Commissioning & School Organisation					0	0	0	0	0	0
Whole Council Total			420			191	97	115	2	15

Percentage Outcome	45%	23%	27%	0%	4%
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