

Stage 1 Complaints April 2022 - Mar 2023

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Outcome				
						Not Upheld	Upheld	Partly Upheld	Open	Withdrawn
<b>Corporate Services</b>			<b>284</b>			<b>69</b>	<b>48</b>	<b>24</b>	<b>29</b>	<b>114</b>
		<b>Percentage Outcomes</b>				<b>24%</b>	<b>17%</b>	<b>8%</b>	<b>10%</b>	<b>40%</b>
		Participation, Policy & Communication		5		2	0	1	2	0
		Digital & IT		5			1		3	1
		Law & Governance		7					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				3	1	1
		Finance & Procurement		0						
		Customer Services		262		67	47	20	20	108
		Benefits			14	1	2		3	6
		Council Tax & Business Rates			55	9	30	6	1	9
		Customer & Registration Services			42	8	5	1	15	13
		Customer Insight			1	1				
		Parking Operations			150	48	10	11	1	80
<b>Supporting Communities</b>			<b>2051</b>			<b>466</b>	<b>617</b>	<b>433</b>	<b>252</b>	<b>283</b>
		<b>Percentage Outcomes</b>				<b>23%</b>	<b>30%</b>	<b>21%</b>	<b>12%</b>	<b>14%</b>
		Community Services		84		23	6	14	17	24
		Sports & Physical Activity			2	1				1
		Community Partnerships			8	1	3			4
		Libraries, Arts & Tourism			5	3	1	1		
		Safer Camden Network			1					1
		Public Protection			24	5		5	6	8
		Green Spaces			22	6	1	6	5	4
		Community Safety & Emergency Management			22	7	1	2	6	6
		Development		12		1	2	2	6	1
		Community Investment & Regeneration Programme			4			1	3	
		Asset Strategy & Valuation			1				1	
		Neighbourhoods			7	1	2	1	2	1
		Town Hall Project			0					
		Regeneration & Development			0					
		Housing Management		304		83	46	46	71	58
		Estate Management			86	23	13	17	19	14
		Leaseholder Services			53	15	11	10	16	1
		Landlord Services			146	40	20	16	33	37
		Camden Safety Programme			1				1	
		Tenant Participation & sheltered housing services			18	5	2	3	2	6
		Property Management		1150		276	500	315	28	31
		Facilities Management			2				1	1
		Planned Works			10	3		1	5	1
		Property Planning & Asset Management			2	1			1	
		Repairs & Operations			1136	272	500	314	21	29
		Economy, Regeneration & Investment		129		16	7	4	73	29
		Community Investment & Regeneration Programme			4			1	3	
		Inclusive Economy, Regeneration & Planning			60	5	3		42	10
		Development Management			63	11	4	3	26	19
		HS2 Programme			2				2	
		Environment & Sustainability		108		10	7	6	22	63
		Building Control			10					
		Environment Services			98	10	7	6	12	63
		Sustainability, Air Quality & Energy			0					
		Housing Support Services		253		55	47	45	29	77
		Camden Accessible Travel Solutions			9	2	2		1	4
		Housing Needs			168	27	32	31	16	62
		Private Sector Housing			1	1				
		Housing Commissioning & Partnerships			71	25	13	14	10	9
		Temporary Accommodation			4				2	2
		Resident Safety		11		2	2	1	6	0
		Resident Safety Engagement			3	1	1		1	
		Safer Homes			7	1	1	1	4	
		Safety Performance & Governance			1				1	
<b>Supporting People</b>			<b>96</b>			<b>15</b>	<b>2</b>	<b>3</b>	<b>46</b>	<b>30</b>
		<b>Percentage Outcomes</b>				<b>16%</b>	<b>2%</b>	<b>3%</b>	<b>48%</b>	<b>31%</b>
		Adult Social Care		39		5	0	0	19	15
		Support & Safeguarding Adults			30	5			14	11
		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		6	0	3	12	8
		Children & Young People Disability Service (MOSAIC)			3				2	1
		Children In Need			17	5		1	8	3
		Looked After Children & Care Leavers			8	1		2	2	3
		Children's Quality Assurance			1					1
		Early Intervention & Prevention		24		3	1	0	13	7
		Early Years			8	1			5	2
		Family Support & Complex Families			1				1	
		Integrated Youth Service			0					
		Special Educational & Inclusion Intervention Service			15	2	1		7	5
		Adult Community Learning			0					
		Education & Integrated Commissioning		4		4	1	0	2	0
		Resources			0					
		Mental Health & Learning Disabilities Integrated Commissioning			0					
		Adults Commissioning			0					
		Children's Integrated Commissioning			0					
		Education, Commissioning & School Organisation			4	1	1		2	
<b>Whole Council Total</b>			<b>2431</b>			<b>550</b>	<b>667</b>	<b>460</b>	<b>327</b>	<b>427</b>

Percentage Outcome	23%	27%	19%	13%	18%
--------------------	-----	-----	-----	-----	-----