Stage 2 Complaints April 2022 - Mar 2023 **Volumes by Service & Month**

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Month											
						Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Corporate Services			**28**			**2**	**0**	**1**	**1**	**1**	**0**	**5**	**3**	**3**	**5**	**3**	**4**
	Participation, Policy & Communication			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Digital & IT			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Law & Governance			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
		Legal			0	0	0	0	0	0	0	0	0	0	0	0	0
		Business Support Services			0	0	0	0	0	0	0	0	0	0	0	0	0
		Committee Services			0	0	0	0	0	0	0	0	0	0	0	0	0
		Mayor's Office			0	0	0	0	0	0	0	0	0	0	0	0	0
		Electoral Services			0	0	0	0	0	0	0	0	0	0	0	0	0
	People & Inclusion (HR)			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Finance & Procurement			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Customer Services			**28**		**2**	**0**	**1**	**1**	**1**	**0**	**5**	**3**	**3**	**5**	**3**	**4**
		Benefits			1	1	0	0	0	0	0	0	0	0	0	0	0
		Council Tax & Business Rates			6	0	0	0	1	0	0	1	0	1	2	0	1
		Customer & Registration Services			0	0	0	0	0	0	0	0	0	0	0	0	0
		Contact Camden			0	0	0	0	0	0	0	0	0	0	0	0	0
		Parking Operations			21	1	0	1	0	1	0	4	3	2	3	3	3
Supporting Communities			**383**			**11**	**5**	**26**	**38**	**24**	**27**	**32**	**49**	**47**	**32**	**46**	**46**
	Community Services			**16**		**0**	**2**	**1**	**1**	**1**	**0**	**0**	**7**	**2**	**0**	**1**	**1**
		Sports & Physical Activity			0	0	0	0	0	0	0	0	0	0	0	0	0
		Community Partnerships			0	0	0	0	0	0	0	0	0	0	0	0	0
		Libraries, Arts & Tourism			0	0	0	0	0	0	0	0	0	0	0	0	0
		Safer Camden Network			0	0	0	0	0	0	0	0	0	0	0	0	0
		Public Protection			5	0	1	0	0	0	0	0	4	0	0	0	0
		Green Spaces			4	0	0	0	0	0	0	0	2	1	0	1	0
		Community Safety & Emergency Management			7	0	1	1	1	1	0	0	1	1	0	0	1
	Development			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
		Community Investment & Regeneration Programme			0	0	0	0	0	0	0	0	0	0	0	0	0
		Asset Strategy & Valuation			0	0	0	0	0	0	0	0	0	0	0	0	0
		Neighbourhoods			0	0	0	0	0	0	0	0	0	0	0	0	0
		Town Hall Project			0	0	0	0	0	0	0	0	0	0	0	0	0
		Regeneration & Development			0	0	0	0	0	0	0	0	0	0	0	0	0
	Housing Management			**62**		**2**	**2**	**1**	**5**	**8**	**7**	**6**	**3**	**4**	**7**	**9**	**8**
		Estate Management			21	1	0	1	1	1	4	2	0	2	1	5	3
		Leaseholder Services			16	1	1	0	0	5	1	2	1	1	1	1	2
		Landlord Services			21	0	0	0	3	2	2	2	2	1	4	2	3
		Camden Safety Programme			0	0	0	0	0	0	0	0	0	0	0	0	0
		Tenant Participation & sheltered housing services			4	0	1	0	1	0	0	0	0	0	1	1	0
	Property Management			**223**		**6**	**1**	**18**	**24**	**14**	**17**	**18**	**27**	**32**	**14**	**27**	**25**
		Facilities Management			0	0	0	0	0	0	0	0	0	0	0	0	0
		Planned Works			4	0	0	0	0	3	0	0	0	1	0	0	0
		Property Planning & Asset Management			1	0	0	0	0	0	0	0	0	0	0	0	1
		Repairs & Operations			218	6	1	18	24	11	17	18	27	31	14	27	24
	Economy, Regeneration & Investment			**16**		**1**	**0**	**1**	**2**	**0**	**0**	**2**	**3**	**1**	**1**	**3**	**2**
		Community Investment & Regeneration Programme			0	0	0	0	0	0	0	0	0	0	0	0	0
		Inclusive Economy, Regeneration and Planning			5	0	0	1	1	0	0	1	0	0	0	2	0
		Development Management			11	1	0	0	1	0	0	1	3	1	1	1	2
		HS2 Programme			0	0	0	0	0	0	0	0	0	0	0	0	0
	Environment & Sustainability			**12**		**0**	**0**	**2**	**0**	**0**	**1**	**0**	**2**	**2**	**2**	**1**	**2**
		Sustainability, Air Quality & Energy			0	0	0	0	0	0	0	0	0	0	0	0	0
		Building Control			0	0	0	0	0	0	0	0	0	0	0	0	0
		Environment Services			12	0	0	2	0	0	1	0	2	2	2	1	2
					0												
					0												
	Housing Support Services			**54**		**2**	**0**	**3**	**6**	**1**	**2**	**6**	**7**	**6**	**8**	**5**	**8**
		Camden Accessible Travel Solutions			0	0	0	0	0	0	0	0	0	0	0	0	0
		Housing Needs			35	0	0	1	4	0	0	5	6	6	6	3	4
		Housing Commissioning & Partnerships			19	2	0	2	2	1	2	1	1	0	2	2	4
		Private Sector Housing			0	0	0	0	0	0	0	0	0	0	0	0	0
		Temporary Accommodation			0	0	0	0	0	0	0	0	0	0	0	0	0
	Resident Safety			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
		Resident Safety Engagement			0	0	0	0	0	0	0	0	0	0	0	0	0
		Safer Homes			0	0	0	0	0	0	0	0	0	0	0	0	0
		Safety Performance & Governance			0	0	0	0	0	0	0	0	0	0	0	0	0
Supporting People			**9**			**0**	**0**	**0**	**1**	**1**	**1**	**0**	**2**	**0**	**0**	**1**	**3**
	Adult Social Care			**0**		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
		Support & Safeguarding Adults			0	0	0	0	0	0	0	0	0	0	0	0	0
		Integrated Learning Disability Service (CLDS)			0	0	0	0	0	0	0	0	0	0	0	0	0
		Camden & Islington Trust (incl R&R, SAMH,)			0	0	0	0	0	0	0	0	0	0	0	0	0
		Awards & Contributions Team			0	0	0	0	0	0	0	0	0	0	0	0	0
		Transformation & Performance			0	0	0	0	0	0	0	0	0	0	0	0	0
		Mental Health Social Work Service			0	0	0	0	0	0	0	0	0	0	0	0	0
		Provider Services			0	0	0	0	0	0	0	0	0	0	0	0	0
	Children's Safeguarding & Social Work			**8**		**0**	**0**	**0**	**0**	**1**	**1**	**0**	**2**	**0**	**0**	**1**	**3**
		Children & Young People Disability Service (MOSAIC)			0	0	0	0	0	0	0	0	0	0	0	0	0
		Children In Need			4	0	0	0	0	1	0	0	1	0	0	1	1
		Looked After Children & Care Leavers			3	0	0	0	0	0	1	0	1	0	0	0	1
		Children's Quality Assurance			1	0	0	0	0	0	0	0	0	0	0	0	1
	Early Intervention & Prevention			**1**		**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
		Early Years			0	0	0	0	0	0	0	0	0	0	0	0	0
		Family Support & Complex Families			0	0	0	0	0	0	0	0	0	0	0	0	0
		Integrated Youth Service			0	0	0	0	0	0	0	0	0	0	0	0	0
		Special Educational & Inclusion Intervention Service			1	0	0	0	1	0	0	0	0	0	0	0	0
		Adult Community Learning			0	0	0	0	0	0	0	0	0	0	0	0	0
	Education & Integrated Commissioning			**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
		Resources			0	0	0	0	0	0	0	0	0	0	0	0	0
		Mental Health & Learning Disabilities Integrated Commissioning			0	0	0	0	0	0	0	0	0	0	0	0	0
		Adults Commissioning			0	0	0	0	0	0	0	0	0	0	0	0	0
		Children's Integrated Commissioning			0	0	0	0	0	0	0	0	0	0	0	0	0
		Education, Commissioning & School Organisation			0	0	0	0	0	0	0	0	0	0	0	0	0
Whole Council Total			**420**			**13**	**5**	**27**	**40**	**26**	**28**	**37**	**54**	**50**	**37**	**50**	**53**