



































Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
People and Inclusion													
Full time staff employed by the Council	3,547	3,503	3,569	3,846	4,037	N/A		3,886	3,954	4,002	4,037		In addition to figures listed for full time/part time staff there are 46 employees on permanent/fixed term contacts with no hours in the system
Part time staff employed by the Council	856	835	726	741	804	N/A		755	771	787	804		
% of total workforce employed as an agency worker	9.56%	8.99%	10.12%	10.86%	10.61%	N/A		10.08%	10.38%	10.91%	10.61%		
Number of apprentices working at Camden Council	69	75	61	73	73	N/A		73	82	77	73		
Overall turnover headcount	7.23%	9.49%	11.81%	9.15%	8.46%	N/A		8.65%	8.87%	8.76%	8.46%		Children & Learning had the highest overall turnover at 10.14% followed by Corporate Services (9.26%), Supporting Communities (7.64%) and Adults & Health (7.57%)
Voluntary turnover headcount	4.80%	6.04%	7.78%	6.47%	5.92%	N/A		6.12%	6.37%	6.28%	5.92%		Children & Learning had the highest voluntary turnover at 8.28% followed Adults & Health (6.06%), Corporate Services (6.04%) and Supporting Communities (4.86%)
Critical turnover headcount	8.51%	10.23%	9.14%	20.59%	18.81%	N/A		23.11%	20.09%	18.39%	18.81%		Corporate Services had the highest critical turnover at 28.8% followed by Adults and Health (19.4%), Supporting Communities (18.6%) and Children & Learning (11.9%). This metric focusses on permanent members of staff who voluntary leave the organisation within 1 Year of joining the Council as a percentage of all permanent leavers during the rolling year period.
All Black, Asian and other ethnic staff	39.88%	40.77%	41.74%	43.38%	44.60%	Higher		43.22%	43.58%	43.91%	44.60%		The 44.60% reported recorded is the highest proportion ever reported on for this metric (introduced in 2012/13)
All disabled staff	3.94%	5.96%	7.87%	7.23%	7.73%	Higher		6.54%	6.72%	7.18%	7.73%		The proprtion of staff within the Council who have declared themselves to have a disability has increased by 0.56% compared to Q3 2024-25.
Top 5% of earners - Black, Asian and other Ethnicity	16.82%	20.47%	18.81%	21.81%	21.71%	Higher		20.81%	21.20%	21.22%	21.71%		As per the the proportion of Black, Asian and other ethnic staff within the top 5% earners increased slightly by 0.49% compared to Q3 2024-25
Top 5% of earners - disabled	2.73%	5.58%	8.27%	6.17%	6.76%	Higher		6.49%	6.01%	6.12%	6.76%		Compared to Q3 2024-25, the proportion of staff within the 5& earners who declared themselves to have a disability increased by 0.65%.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
People and Inclusion continued													
Top 5% of earners - female	51.36%	50.23%	50.92%	48.97%	50.53%	Higher		49.04%	49.82%	50.72%	50.53%		The proportion of the top 5% of earners who were female decreased by 0.19% compared to Q3 2024-25
Staff above grade L4Z2 from a Black, Asian or other ethnic background	27.48%	30.01%	31.62%	32.86%	33.86%	Higher		33.10%	33.15%	33.58%	33.86%		The proprtion of staff at grade Level 4 Zone 2 and above who are of Black, Asian, Mixed or Other Ethnicity increased by 0.28% during Q4 2024-25. This is the highest proportion seen since this metric was introduced during 2021-22.
Staff above grade L4Z2 with a disability	3.16%	5.74%	6.68%	6.24%	6.54%	Higher		5.74%	5.88%	6.19%	6.54%		The proprtion of staff at grade Level 4 Zone 2 and above who have declared themselves to have a disability increased to 0.34% in Q4 2024-25.
Number of employees not performing well	N/A	39	73	59	61	Lower		60	60	58	61		61 employees with Not Performing Well Rating as of 31st March 2025
Number of disciplinarys in the rolling year	19	15	22	5	26	N/A		11	12	19	26		Figure is as per records currently entered into HR Oracle System.
Number of grievance cases in the rolling year	11	9	8	11	5	N/A		14	11	9	5		Figure is as per records currently entered into HR Oracle System.
Average number of sick days taken	8.3	10.7	10.5	9.5	10.6	N/A		9.8	9.8	9.9	10.6		Supporting Communities has the highest average number of working days asbsence taken per employee at 11.96 Corporate Services has the lowest at 8.26. The average number taken within Adults & Health and Children & Learning was 10.71 and 9.86 respectively

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend					2024/25							Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Finance													
General Fund Services Forecast Variance to budget (£m)	0.198	-0.125	-0.14	-0.26	22.8	N/A		17.2	19.3	25.5	22.8		The forecast overspend includes the impact of the 2023/24 pay award that has now been agreed. Inflation is higher than forecast when the 2023/24 budgets were set and as a result the pay award will cost the General Fund 1.5m above budget. Other significant pressures relate inflationary and demographic pressures across a number of services including homelessness and social care.
HRA Forecast Variance (£m)	2.7	1.7	13.1	1.6	3.2	N/A		4.1	3.5	2.7	3.2		Forecast overspend includes the impact of the pay award and pressure on repairs and maintenance budgets
Capital Spend In Year (£m)	154	173	224	231	256.5	N/A		45.6	106.9	174.5	256.5		The amount of capital invested in the councils priorities each year such as housing, highways infrastructure, education facilities, ICT, etc. Lower spend could indicate slippage, delays or underinvestment
Capital Receipts generated in year (£m)	38	82	66	39	48.7	N/A		5.4	19.08	24.9	48.7		Shows the amount of capital receipts raised to fund capital priorities and avoid the need to borrow thus placing additional pressures on revenue.
Internal Audit reports followed up in the quarter after the agreed action date	82%	97%	83%	68%	77%	Lower		100%	67%	64%	78%		Nine follow ups were scheduled for Q4 based on agreed implementation dates. Seven of these were undertaken, resulting in 78% KPI achievement. The remaining two follow ups, are all currently in progress. Internal Audit have shared action plans with all the responsible officers and requested updates and accompanying supporting documentation as required.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Finance continued													
Council Tax Base Numbers - Band D Equivalents	92,700	88,125	90,219	92,555	91,675	N/A		Annual only - 91,675 for 24/25					This figure is published as part of Camden’s annual taxbase estimate which is used in the Council budget and estimating how much Council Tax was needed to assist ensuring a balanced budget for 24/25.
Total amount Council Tax billed		159.37	166.78	177.24	189.50	Higher		190.96	192.89	190.65	189.50		The year end collection rate for the 2024/25 financial year fell short by 0.11% against the 95% collection rate target set. This translates to a cash shortfall of £210k. The main reasons for this shortfall are the impact of the cancellation of the May 2024 summonses and subsequent knock in effects of three missed court hearings meaning singificant numbers of residents will not repay the amount due until beyond March 2025.
% of council tax collected	91.0%	94.15%	94.00%	94.08%	94.89%	Higher		27.12%	50.19%	74.61%	94.89%		In addition, payment files relating to 31/3 were delayed due to IT issues - its likely some of the significant sums in the council tax payment file could have seen the shortfall reduce or even potentially cause a surplus. Despite this, it is the best collection rate the council has acheived since pre pandemic.
% of business rates collected	92.46%	96.29%	96.47%	95.65%	96.92%	Higher		32.88%	58.84%	84.27%	96.92%		The year end collection rate for the 2024/25 financial year fell short by 0.08% against the 97% collection rate target set. This translates to a cash shortfall of £510k.. However, it is worth noting that in addition to the same cash file issue that affected council tax, also impacting NNDR, £1.63m of debt was added to 24/25 during March due to new properties being bought into the rating list by the Valuation Office Agency which will not be paid until April onwards. Prior to this increase in the amount to collect and the impact of the cash file not posted, the service had been up on profiled income target since July 2024.















Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Law & Governance													
Number of complaints received (whole council)	951	1,216	2,580	3,586	5,269	Lower		1014	1071	1488	1692		The number of stage 1 complaints has increased by 47% since this time last year. Complaints relating to Property Management account for 55% of complaints. Performance in responding within 10 working days improved each quarter in 2024/25. In Qtr 4 there were an additional 524 cases dealt with as Business As Usual (BAU = not a formal complaint) requests.
Percentage of complaints responded to within the deadline	51%	44%	47%	42%	73%	Higher		58%	65%	69%	82%		
Number of Freedom of Information (FOI) requests received	1,316	1,388	1,283	1,581	1,666	N/A		368	419	393	486		Number have FOIs has increased by 5% since this time last year. The number of BAU cases responded to within 3 working days was and 1,079 in 2024/25. Q4 24/25 we had 1 request responded to late. year. One of the FOI Team won a national award.
Percentage of FOIs responded to within 20 days	98%	99%	100%	100%	100%	Higher		100%	100%	100%	100%		
Number of Judicial Reviews issued	8	22	12	4	9	Higher		2	3	2	2		The numbers remain low which is a reflection of the difficulties in obtaining legal aid and the fact that officers are improving in their decision-making
Number of Pre-action protocol letters	88	180	90	74	66	Higher		14	18	16	18		
Participation, Partnerships & Communications													
Number of Members' Enquiries (MEs)		3,544	3,800	4,498	4,369	Lower		1,068	1,000	1,185	1,116		At the end of 2024/25 there has been a slight decrease (3%) in MEs received since the previous year. Matters relating to Housing making up over 50% of all MEs received. Response times have improved significantly.
Percentage of MEs responded to within 10 days		69%	68%	65%	84%	Higher		77%	86%	88%	90%		

















Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Customer, Technology, and Data Services - Contact Camden													
Total Number of calls to Contact Camden		New Indicator	565,888	507,723	509,989	N/A		131,506	118,316	131,182	128,985		March was a busy month for many of our services as a result of annual billing, particularly Council Tax, Benefits, Leaseholders and Rents.
Average wait time to answer (minutes)		New Indicator	7.26	11.33	8.22	Lower		00:07:45	00:11:20	00:07:38	00:06:45		Average time to answer decreased despite big increases in demand in March as a result of annual billing. This is likely due in part to the launch of callbacks in Council Tax drastically reducing the average time to answer for these calls.
First contact resolution in Contact Camden		New Indicator	53%	50%	48%	Higher		48%	52%	49%	48%		16% from a customer chasing us about something. 21% escalated internally. 17% where we asked the resident to do something else, i.e. go online or provide further info.
Customer, Technology, and Data Services - IT Services													
Volume of telephone calls to the IT Service Desk	48,158	52,418	30,629	30,904	27,049	Lower		7,854	7,152	6,071	5,972		Call volumes to the IT Service Desk have reduced further, attributable e to increased channel-shift to online self-service and no major incidents over the summer. Infrastructure availability has been high and aggressive management of incidents impacting line-of-business apps has avoided calls to the service desk.
%age of tel calls abandoned	33%	11%	8%	11%	4%	Lower		9%	5%	4%	4%		Our target is not to exceed 5% abandoned calls to the IT Service Centre. The service model does not include capacity to handle excess peaks of contact; DDS has implemented a dashboard to communicate service status and an automated notifications system to manage and communicate outages. Permanent changes following a test and learn approach to increase resources on Mondays and Tuesdays (the two workdays with most telephony contact) has allowed us to to further reduce wait times without additional investments in staff.
Average wait time to answer	00:21:52	00:05:18	00:02:38	00:03:11	00:01:12	Lower		0:02:17	0:01:28	0:01:09	0:01:07		Channel shift and changes to working practices continue to improve this metric and DDS is working well below our 'tolerance' target to answer calls within 5 minutes.

Corporate Data Dashboard Q4 2024/25													
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	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Customer, Technology, and Data Services - IT services continued													
Tickets created for DDS Teams by Service Desk via Telephone		New Indicator	14,580	18,960	19,329	Lower		5,389	5,243	4,329	4,368		The total number of tickets created in our ticket system by Service Desk staff, either in response to phone calls or face-to-face visits to our IT Hub has remained consistent. Further channel-shift is possible, but only by taking a harder line with staff who choose to speak to someone rather than filling out the form. Note that the number of telephone calls continues to exceed the number of tickets, but this accounts for staff calling to chase tickets.
Total number of tickets created for DDS Teams		New Indicator	21,464	53,086	65,279	Lower		16,392	15,921	15,675	17,291		The total number of tickets created in our ticket system (Jira Service Management) has remained consistent, and we believe almost all requests and incidents are consistently logged.
Number of tickets raised for DDS Teams in the portal (self-service)		New Indicator	21,464	26,176	38,682	Higher		9,272	9,148	9,695	10,567		57% of ticket are now raised by colleagues using our self-service portal, allowing us to deploy resources more efficiently by spending more time working on issues and less time on the telephone. This will be discussed in the coming quarter to evaluate the potential benefits of further channel shift, which will require a harder narrative with colleagues across the council.
First Response Time SLA: Service Desk Incidents (within 2 hours)		New Indicator	88%	91%	96%	Higher		92%	96%	96%	96%		Informally, our Service Desk is targeted at 90% to respond to incident tickets (where something is broken) in 2 working hours. A response is measured as either assigning the ticket to an engineer or posting an update. Performance continues to improve attributed to shifting resources to earlier in the day to meet peak demand - the creation of two part time positions working at the beginning of the week to cater for demand within the existing budge are delivering strong outcomes.
Number of face to face appointments delivered at the IT Hub		New Indicator	1,568	2,002	1,629	Lower		450	425	378	376		The IT Hub has remained an appointments-only service (booked via the Service Desk) since the beginning of the pandemic to allow DDS to manage demand and to ensure that face-to-face appointments are only provided where there is a genuine need. Approximately 110 users visited the Hub each month without an appointment.

Corporate Data Dashboard Q4 2024/25													
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	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Corporate Services Organisational Health													
Total Headcount - excluding Casual/Sessional Workers			993	977	1,071	N/A		997	1,040	1,066	1,071		An increase of 10% since end of last year
Agency workers Headcount			104	130	98	N/A		161	129	112	98		
Black, Asian, Mixed or Other Ethnicity staff			46.12%	47.90%	49.02%	Higher		47.94%	48.27%	48.78%	0		Camden Q4 24/25 = 44.36% Camden Census 2021 population = 40.48%
Disability disclosure - Disability Declared staff			8.66%	9.42%	9.90%	Higher		8.63%	8.37%	9.19%	9.90%		Camden Q4 24/25 = 7.73% Camden Census 2021 population = 15.2%
Number of apprentice new entrant starts			3	21	11	Higher		2	8	10	11		New entrants are mostly level 2 and 3 apprenticeships filled by people from the local community. At the end of 2024/25 there were ten fewer new entrant starts than last year in corporate services
Number of new entrants apprentices on programme			11	24	23	Higher		20	26	27	23		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships			7	5	6	Higher		0	3	6	6		Existing staff means people who are already working for Camden before they start their apprenticeship, and
Number of existing staff apprentices on programme			25	22	24	Higher		18	21	24	24		tend to be higher level apprenticeships ranging from level 4 to level 7.
Critical turnover headcount			3.95%	25.0%	28.6%	Lower		33.3%	27.3%	25.0%	28.6%		Corporate Services has the highest critical turnover rate
Number of Critical Leavers (12 months)				12	12	Lower		14	12	10	12		
Average working days sickness absence per employee			8.9	7.8	8.3	Lower		7.3	7.1	7.4	8.3		Corporate Services have the lowest average number of working day sickness absence taken per employee at 8.3 days
Number of complaints received				302	286	Lower		74	68	66	78		
Percentage of complaints responded to within the deadline				64%	64%	Higher		61%	60%	59%	73%		
Number of Members' Enquiries (MEs) to division				192	263	Lower		53	71	71	68		
Percentage of MEs responded to within 10 days				70%	92%	Higher		91%	87%	94%	94%		











Corporate Data Dashboard Q4 2024/25														
Measure	Annual trend							2024/25					Notes/Comments	
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend		
Children and Learning														
Commissioning, Education and Inclusion														
	Academic Year							Academic Year 2024/25						
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	Annual Trendline	Autumn 24	Spring 25	Summer 25		In year Trend	Academic Year reporting	
% of pupils attending good/outstanding schools in Camden	100%	100%	97%	97%	98%	Higher		100%	100%				Given changes to the Ofsted grading process, there is no longer an 'overall effectiveness' judgement. Figures prior to 2024/25 are based on 'overall effectiveness' judgement, while figures for 2024/25 are based on 'quality of education'.	
Secondary Schools - number of permanent exclusions	10	17	17	16	26	N/A		11						Secondary school - provisional autumn term figures are relatively high but in line with Autumn 2023.
Secondary Schools - number of suspensions (fixed-term exclusions)	514	627	789	845	1,075	N/A		339						
Primary Schools - number of permanent exclusions	1	0	0	1	0	N/A		0						
Primary Schools - number of suspensions (fixed term exclusions)	49	38	68	39	95	N/A		49						
Primary Schools attendance		94.6%	93.4%	93.3%	94.2%	Lower		94.4%					Autumn 2024 data shows an improvement on previous years, though these rates are lower than national averages.	
Secondary Schools attendance		92.0%	91.4%	91.1%	91.5%	Lower		91.8%						
Special Schools attendance		83.6%	80.6%	80.6%	84.3%	Lower		84.5%						
Numbers of children missing education (CME)	233	424	303	282	290	N/A		179	234					
Numbers of children being educated at home (EHE)	241	348	347	395	399	N/A		312	329				There were 36 new EHE notifications between January to March 2025 alongside existing open cases.	
Placeholder for a measure(s) around Special Education Needs (SEN)														

Corporate Data Dashboard Q4 2024/25													
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	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Children and Learning													
Children's Prevention, Family Help and Safeguarding													
Number of front door contacts	6,265	6,619	6,953	8,202	8,571	N/A		2,181	4,220	6,265	8,571		The volume of contacts through the front door continues to rise year on year. We have put some additional capacity in the front door to make sure it continues to be safely managed.
% of front door contacts passed to Early Help	55%	53%	54%	45%	44%	N/A		43%	43%	46%	44%		The proportion of contacts passed to Early Help in Q4 2024/25 shows a slight decrease from the previous quarter but remains steady.
% of front door contacts passed to Social Work	24%	28%	29%	28%	24%	N/A		26%	26%	25%	24%		Similarly the proportion of contacts passed to Social Work remains fairly consistent in 2024/25.
Number of children subject to a Child Protection Plan	329	145	176	166	154	N/A		175	183	162	154		Number of children with a child protection plan has decreased in Q4 2024/25. We will continue to audit both those children who have had plans over 14 months to ensure there is no drift or delay and those children who are taken to conference and a child protection plan is not made.
Number of Children Looked After	187	191	197	214	207	N/A		223	219	209	205		The numbers of Children Looked After has seen a gradual decrease in Q3 and Q4. The total number of UASC CLA remains high (35 children, 17% of all Camden CLA at end of th eyear; as does the number of those aged 16+ (74 young people, 36% of CLA cohort)
Number of Children in Need	1,382	1,327	1,457	1,382	1,426	N/A		1,357	1,336	1,375	1,426		CIN numbers show an increase compared to previous quarters and end of 2023/24. Our re-referral rates remain below statistical neighbours but we will continue to monitor this closely to make sure we do not have a revolving door.
% of non-returning families following an early help intervention	79%	83%	75%	76%	75%	Lower		70%	75%	73%	81%		This indicator relates to the % of families who remain free from further early help or social work intervention 12 months after closing to early help casework.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Children and Learning													
Children's Prevention, Family Help and Safeguarding continued													
% of 16/17 year olds who are in education, employment or training	96.8%	95.1%	97.4%	97.2%	96.9%	Higher		95.7%	Not reported this quarter	96.8%	97.0%		At the end of Q4 (Jan-Mar) Camden had the second highest proportion of EET in Central London at 97% and also the 2nd lowest NEETs (1.95% or 63 young people) and Unknowns were now at (0.93% or 30 young people).
First time entrants to the Youth Justice System	55	36	24	34	39	Lower		15	8	9	7		Small increase in FTE compared to previous year
% young offenders in court who received a custodial sentence	3.2%	3.6%	0.0%	0.0%	5.7%	Lower		0.0%	16.7%	4.8%	0.0%		4 children were sentenced to custodial outcomes in 24/25
Knife crime with injury (victims 1-24 not domestic abuse)	24	45	43	40		Lower		8	10	6	TBC		Waiting for Q4 data. So far there have been 24 youth victims of knife crime with injury in Camden in Q1-3
Number of domstic violence referrals into Camden Safety Net (CSN)	1683	1544	1470	1240		N/A		262	295	294			Further exploration being undertaken to understand referral trends in CSN
Percentage of domestic violence referrals that became Camden Safety Net (CSN) cases	21%	25%	24%	21%		N/A		23%					Domestic abuse risk analysis in CSN referrals being undertaken to support further development of the specialist domestic abuse offer
Academic Year reporting	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	Trendline	Autumn 24	Spring 25	Summer 25			Academic Year reporting
Early years take up at 2 years old	60%	74%	74%	75%		Higher		75%	71%				The Free Entitlement Team and Information Engagement Workers continue to contact parents on the DWP list to encourage and support them to apply. The number of potentially eligible families on the DWP list continues to decrease.
Early years take up at 3 and 4 years old (Camden enhanced offer)	382	585	498	478		Higher		322	408				During spring 2025 term 61% of parents took up the Camden Offer in our school nurseries, 22% at our maintained day nurseries and 17% with our childminders and private & voluntary providers.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Children and Learning													
Children & Learning Organisational Health													
Total Headcount - excluding Casual/Sessional Workers				891	938	N/A		884	898	911	938		
Agency workers Headcount				119	83	N/A		120	92	85	83		
Black, Asian, Mixed or Other Ethnicity staff				45.0%	46.4%	Higher		44.8%	44.43%	45.4%	0		Camden Q4 24/25 = 44.36% Camden Census 2021 population = 40.48%
Disability disclosure - Disability Declared staff				5.9%	7.7%	Higher		5.4%	6.01%	6.9%	0		Camden Q4 24/25 = 7.73% Camden Census 2021 population = 15.2%
Number of apprentice new entrant starts			4	5	2	Higher		1	1	1	2		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community.
Number of new entrants apprentices on programme			6	7	9	Higher		8	8	8	9		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships			6	2	3	Higher		0	1	3	3		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of existing staff apprentices on programme			16	6	7	Higher		5	5	7	7		
% of Critical Turnover (12 months)				16.92%	11.86%	Lower		14.1%	10.71%	12.30%	11.86%		
Number of Critical Leavers (12 months)				11	7	Lower		9	6	7	7		
Average working days sickness absence per employee				9.9	9.9	Lower		10.6	10.0	9.3	9.9		
Number of complaints received				84	162	Lower		56	22	38	46		
Percentage of complaints responded to within the deadline				15%	37%	Higher		27%	41%	37%	48%		
Number of Members' Enquiries (MEs) received				33	43	Lower		12	4	10	17		
Percentage of MEs responded to within 10 days				40.0%	65.0%	Higher		33%	100%	80%	70.6%		

Corporate Data Dashboard Q4 2024/25													
Measure								2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Adults and Health													
Health & Wellbeing - Children													
% of births that receive a face to face New Birth Visit within 14 days by a Health Visitor			94.2%	90.5%	92.2%	Higher		93.1%	90.1%	90.6%	92.2%		Q4 performance continues to be above 90%, with exceptions reporting.
Children who received a 2-2½ year review from the Health Visiting Service	80.2%	68.0%	78.5%	81.8%	90.0%	Higher		83.4%	88.2%	89.0%	90.0%		Q4 data shows sustained improvement.
Placeholder for a measure around Mental Health of cyp													
Health & Wellbeing - Adults (Qtrly data lag)													
Proportion of eligible people who have received NHS Health Check in quarter		7.0%	16.0%	19.0%		Higher		4.3%	5.5%	4.9%			The take up of the NHS Health Check service in Q3 and Q4 has remained approximately within the quarterly target of 5% totalling approximately 20% of eligible residents in 2024/25 who have received a health check.
Percentage of smokers who stop smoking		59%	64%	56%		Higher		65%	68%	68%			Whilst the percentage of successful quits at 4 weeks remained at 68%, there was an increase in the number of residents quitting as the additional capacity funded by the additional support grant started to come on stream. 26 more residents quit in Q3 compared to Q2 (a total of 205 in Q3).
Number of primary drug users in treatment	1,208	1,209	1,171	1,107		Higher		1205	1,233	1,252			The number of primary drug users has increased in Q3 from Q2. This number is now higher than the end of year position in 23/24.
Number of primary alcohol users in treatment	630	697	655	541		Higher		637	667	703			The number of primary alcohol users has increased in Q3 from Q2. This number is now higher than the end of year position in 23/24.
% of adults with a substance misuse treatment need, who successfully engage in community based structured treatment following release from prison (within 3 weeks)						Higher		45%	45.0%	45.0%			Continuity of care rate has remained the same in Q3 at 45%. The London average for the same period was 41%.

Corporate Data Dashboard Q4 2024/25													
Measure								2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Adults and Health													
Health & Wellbeing - Adults (Qtrly data lag) continued													
Numbers accessing mental health awareness training		330	636	741		Higher		179	240	232			By the end of Q3 80.8% of annual scheduled courses have been delivered, and 89.6% of the number of people trained annually target has been reached.
Average improvement in training delegate skills and knowledge in relation to mental health and illness						Higher		2.8	3	3.2			Confidence and knowledge were rated on a scale of 1 (low) -10 (high). A score for improvement in confidence was calculated by measuring the difference in the confidence score before and after the course. The same was calculated for knowledge ratings. 3.2 is the average of these two figures.
Numbers trained on the Making Every Contact Count (MECC) programme		198	134	237		Higher		23	52	39			Q3 saw a slight dip from the previous quarter, to below target. This was partially impacted by a dip during winter months, and some unexpected cancellations of scheduled closed courses. Current total training participants is 114, which represents roughly half total.
% of staff reporting themselves as confident or very confident in having conversations with the public about factors affecting their wellbeing after the training						Higher		95%	86%	95%			An increase from previous quarter, significant majority reporting as confident (37%) or very confident (58%) in having conversations with residents about health and wellbeing, compared to 45% Confident and only 15% very confident before training.
Number of Long Acting Reversible Contraception (LARC) prescriptions in local integrated sexual health services		1463	1449	2550		Higher		381	560	711			Adult Sexual Health service contribution - 254 GP contribution - 457 There is an increase in the number of residents being
Number of individuals currently in receipt of Pre-Exposure Prophylaxis (PrEP) to prevent HIV						Higher		261	331	334			PrEP activity remains stable within services with a small increase in PrEP starts from the pervious quarter.
% of these individuals who are PrEP starters						Higher		26	28	27			Q3 - 334 (91 NEW)

Corporate Data Dashboard Q4 2024/25													
Measure								2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Adults and Health													
Adult Social Care													
Total number of new people approaching ASC for support NEW	4,754	5,203	5,200	5,267	5,813			1,522	1,432	1,388	1,472		This demonstrates how many new people are contacting adult social care for support. This measure has been adjusted so only new or returning people are captured. This new methodology demonstrates that new demand for social care has been rising for the last 4 years. This year has shown significant levels of demand with record levels of requests for support during 24/25. This is 546 more people than the previous year, and over a thousand more people than we saw in 20/21. Hospital discharge levels as a proportion of demand have slightly increased to 30%
Of new people, % Hospital Discharges <i>[Full Period]</i>	30%	34%	34%	31%	28%			27%	27%	29%	30%		
People drawing on Homecare <i>[Snapshot]</i>	1,008	1,086	1,129	1,162	1,327			1,203	1,251	1,267	1,327		
People drawing on support at home who are in receipt of a Direct Payment <i>[Snapshot]</i>	29%	28%	27%	26%	25%			26%	26%	26%	25%		This measure has been changed to show all direct payments in line with the ASCOF measure. Direct Payment numbers are still lower than pre-covid levels, and work is ongoing to improve these figures, as we know that a direct payment is one of the best ways to ensure people can access flexible support and focus on what matters to them. DP figures have slowly increased this year.
	658	631	620	617	630			620	625	627	630		
Younger Adults living in Registered Residential Care , as proportion of all younger adults drawing on Long Term Services <i>[Snapshot]</i>	12%	11%	10%	8%	8%			8%	8%	8%	8%		ASCOF Measure: The suggested range for this measure is under 10%; it is currently tracking at 8% for the last two years
	151	140	127	112	110			105	103	107	110		

Corporate Data Dashboard Q4 2024/25													
Measure								2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Adults and Health													
Adult Social Care continued													
People living in Nursing Care , as proportion of all people drawing on ASC [Snapshot]	6%	6%	7%	7%	7%			7%	7%	7%	7%		People living in Nursing care has remained stable during 24/25
	170	171	199	216	210			211	204	209	210		
People living in Residential Care , as proportion of all people drawing on ASC [Snapshot]	15%	14%	14%	13%	12%			13%	13%	13%	12%		People living in Residential care has remained stable during 24/25
	410	417	417	396	384			388	387	382	384		
People drawing on care whose Reviews are up to date NEW [Snapshot]	45%	40%	44%	54%	58%			59%	62%	61%	58%		This measure looks at all people drawing on care and support. The percentage measure is the proportion of people have been assessed or reviewed as required in the previous 12 months. The aim is for as close to 100% as possible of people to have been reviewed. ASC saw a significant improvement in this measure during 24/25 but increased pressure combined with operational changes in ASC neighbourhoods has led to this figure falling back to 58% at the end of Q4
	1,270	1,144	1,280	1,574	1,795			1,736	1,843	1,836	1,795		
Total Carer Conversations and Carers Reviews carried out NEW [Full Period]		580	525	769	999			218	277	307	197		Ensuring carers are valued and supported is a key priority of Supporting People Connecting Communities, and further measures will be developed. This looks at the number of carers being assessed and reviewed. There were fewer carer assessments in Q4 but it still resulted in a record number of carers assessed this year - 999

Corporate Data Dashboard Q4 2024/25													
Measure								2024/25					Notes/Comments
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Adults and Health													
Adult Social Care - Organisational Health													
Total Headcount - excluding Casual/Sessional Workers				551	632	N/A		574	618	628	632		
Agency workers Headcount				99	95	N/A		109	102	80	95		
Black, Asian, Mixed or Other Ethnicity staff				49.5%	50.0%	Higher		50.0%	50.6%	50.2%	50.0%		Camden Q4 24/25 = 44.36% Camden Census 2021 population = 40.48%
Disability disclosure - Disability Declared staff				12.0%	11.1%	Higher		10.8%	10.7%	10.5%	11.08%		Camden Q4 24/25 = 7.73% Camden Census 2021 population = 15.2%
Number of apprentice new entrant starts				2	2	Higher		1	1	2	2		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community.
Number of new entrants apprentices on programme				4	4	Higher		5	3	4	4		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships				4	5	Higher		0	8	6	5		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of existing staff apprentices on programme				10	14	Higher		10	18	15	14		
Critical Turnover				14.29%	19.35%	Lower		22.2%	22.22%	13.8%	19.4%		This metric focusses on permanent members of staff who voluntary leave the organisation within 1 Year of joining the Council as a percentage of all permanent leavers during the rolling year period.
Number of Critical leavers				14	6	Lower		6	6	4	6		
Average working days sickness absence per employee				7.7	10.7	Lower		8.1	8.4	8.6	10.7		
Number of complaints received				75	107	Lower		27	34	18	28		
Percentage of complaints responded to within the deadline				8%	48%	Higher		37%	35%	55%	71%		
Number of Members' Enquiries (MEs) to division				77	102	Lower		29	24	21	28		Adults and Health have a relatively small but challenging caseload often requiring a multi-agency approach. They have implemented a new triage process which as seen immediate improve response rates.
Percentage of MEs responded to within 10 days				52%	87%	Higher		69%	100%	91%	93%		

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Supporting Communities													
Housing													
Overall number of empty properties let	647	963	910	657		Higher		206	169	170			
Average re-let times for empty local authority dwellings (days)				New Indicator		Lower		170 routine/ 53 HBEM	207/137 routine	195/166 routine			
% of rent collected for all council tenants	98.1%	97.9%	97.4%	97.7%	99.0%	Higher		97.7%	99.1%	99.0%	100%		Total rent arrears remain broadly flat. They reduced in November but increased in December. A December increase is usual due to the festive period and holidays. The collection rate remained nearly a full percentage point above the corporate target at the close of Q3. It is 1.89% higher than Q3 in the previous financial year.
% of tenants in 7 weeks+ rent arrears	12.3%	13.8%	15.2%	15.1%	14.5%	Lower		15.1%	14.7%	14.3%	13.8%		A text message campaign was carried out in advance of ‘Black Friday.’ Over 7000 messages were successfully delivered to remind tenants of the importance of maintaining rent payments over the festive period and sharing links to financial support information. The Income Team began working on a pilot with the Financial Inclusion Team to offer targeted support to those impacted by high communal heating charges.
Leaseholders - Day to day collection as % of debit raised in year	89%	99%	97%	88%	88%	Higher		29%	49%	67%	88%		We are ahead of target for this quarter and have further improved our position in comparison to Q3 of 23/24 (previous year). Collection rates are remain high and we’re on course to hit the target in Q4.
Leaseholders -Day to day collection % of total outstanding (arrears + debit)	86%	95%	1196%	835%	1076%	Higher		51%	178%	466%	1076.0%		Similarly to the day to day, we are ahead for this quarter and in a very similar position as Q3 in 23/24 and remain on course to meet target in Q4.
Leaseholders -Major works as % of debit raised in year	85%	223%	102%	87%	98%	Higher		55%	43%	69%	98.0%		Again, we are comfortably ahead of target for this quarter and have further improved our position in comparison to Q3 of 23/24. Collection rates remain high but have also seen a reduction in the actualised energy costs which also reduced the debt owed.
Leaseholders -Major works as % of total outstanding balance (arrears + debit)	61%	57%	70%	63%	64%	Higher		9%	28%	39%	64.0%		We are ahead of target for this quarter, primarily focusing on arrears.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Supporting Communities													
Housing continued													
Number of HMO properties licenced	435	650	535	764	898	Higher		193	195	297	213		Numbers licensed remain on target, however there as an increase in
Number of households on the housing register	7,062	7,017	7,423	7,653	8,370	Lower		8,000	8,152	8,193	8,370		Continues to increase in the face of rising demand for affordable housing. But this increase is much lower as we have closed a number of applications that were waiting for Reviews to be completed.
Number of households living in temporary accommodation	494	540	569	808	1,014	Lower		845	968	961	1,014		More void properties have had their repairs completed in the last couple of months, contributing to an overall increase in available properties. Additionally, there was a temporary pause on advertising homes, which allowed staff to focus on completing sign-ups and ensuring a smoother transition for new tenants in December.
Number of overcrowded households rehoused			New Indicator	251	331	Higher		101	76	88	66		Family Friendly Homes procurement is continuing to purchase properties and having a positive impact on our overcrowded households but the overall increase in properties becoming available has also positively impacted the numbers of overcrowded households being housed.
Number of Rough Sleepers - snapshot of those observed on a single night	42	97	90	121	118	Lower		121	111	109	131		Number of rough sleepers counted is marginally down compared to last quarter
Number of rough sleepers moved off the street into accommodation or reconnected to home area	458	399	443	417	291	Higher		57	60	79	95		The numbers moved off the street was up as we completed more moves through The Severe Weather Emergency Protocol (SWEP) provides accommodation options for people sleeping rough during winter.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25				Notes	
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Supporting Communities													
Property Management													
Customer satisfaction with Right First Time (RFT) repairs	91%	85%	85%	86%	85%	Higher		89%	87%	83%	81%		Satisfaction is being sustained above 80% for day to day repairs (in house) but this measure was consistently above 90% pre-Covid so it is possible for improvements to be made. The main impact on scores is the waiting time for appointments as the Council addresses additional service demands (disrepair, FRA, damp and mould) largely within its existing resources. M&E satisfaction dipped due to communal heating impacts during the winter months.
Customer satisfaction with Mechanical & Electrical (M&E) repairs	87%	77%	80%	80%	81%	Higher		84%	84%	76%	81%		
The % of properties with a valid gas safety certificate	99.3%	99.2%	99.3%	99.3%	99%	Higher		99.3%	99.3%	99.4%	99.0%		Performance on gas safety certification remains above 99% and the number of outstanding certificates is ranging between 85 and 100 at present. It still takes longer to get no access cases into court and this remains an area of focus for the team.
Volume of calls to repairs line	333,376	290,927	177,579	136,401	113,776	N/A		24,214	19,361	33,765	36,436		We continue to handle fewer telephone conversations and a steady uptake of the online channels. There continues to be a drop in calls received, -20% on average compared to the previous year. SMS service updates have been well received by residents. So far, we have sent approximately 25,000 SMS to residents. Hundreds of residents are updated daily on the heating and lift breakdowns or any other emergency situations that may occur.
Repairs line response times	89%	98%	96%	96%	96%	Higher		97%	97%	95%	95%		
% of repair orders raised online			71%	86%	85%	N/A		84%	83%	87%	87%		The volume of case management continues to increase, it has nearly doubled compared to the previous year. 1,129 repair cases have been closed in Q3, and an additional 189 cases for housing management. A new ROCC repairs module and Madetech, a new online customer portal, was launched in December. These will better manage the repair works orders. They are expected to improve the end to end experience for residents.
Volume of Case management	838	1,345	1,747	2,452	4,009	N/A		762	714	1,129	1404		
% of Case management within response times	60%	84%	73%	84%	88%	Higher		86%	92%	88%	85%		The number of repairs outstanding reduced as the service focussed on productivity and works order management. The %age repairs in target time is lower. On completion of repairs in target time, Q4 showed the impact of ROCC and integration between operative handsets and the tracking of works orders. Processes for ROCC need to be adapted for out of hours calls and this saw the drop in Q4 for completion of emergencies in target time - this being examined to make sure reported performance is accurate.
Number of day to day repairs awaiting completion	New indicator	4,330	6,527	5334	4,435	Lower		4,192	4,571	4,477	4,501		
% of Emergency day to day repairs attend on target	New indicator	98%	97%	91%	85%	Higher		86%	86%	88%	81%		The number of live cases has reduced and the Council is targeting resources at preventing claims and / or closing them quickly. It has introduced a dedicated programme manager to oversee this.
% of all day to day jobs repairs attend on target	New indicator	98%	91%	79%	83%	Higher		78%	78%	79%	95%		
Number of live Disrepair cases	New indicator	406	565	494	434	Lower		516	412	420	383		

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Supporting Communities													
Development													
Community Investment Programme (CIP) homes completed (cumulative)	72	39	51	36	169	Higher		135	0	34	0		169 homes completed in year, the highest number since 2018/19. Largely down to 125 units at the Agar Grove scheme
CIP private home sales (cumulative)		29	68	37	38	Higher		9	23	29	38		There is still a sense of caution amongst buyers with higher mortgage costs and a cost of living crisis. Homes for sale only available in Agar Grove Phase 1c, a scheme that only completed in June 2024. Homes in other schemes all sold out.
Inclusive Economy, Regeneration & Investment													
Percentage of all planning applications approved	90%	89%	94%	92%	91%	Higher		93%	87%	90%	91%		The number of planning applications approved remains above the 85% target. National reforms designed to speed up decision making and higher performance targets have been introduced by Government.
Apprenticeship Starts	90	165	169	204	200	Higher		45	47	43	65		
Kings Cross Construction Skills centre (KXCSC) Job Starts	102	137	123	143	145	Higher		23	31	29	62		
People supported through neighbourhood job hubs (creating an action plan)	New Indicator	188	347	418	490	Higher		98	121	139	132		
Number of job hub participants accessing work, self-employment or training		New Indicator	340	363	411	Higher		115	90	103	103		
Recreation													
Leisure centre concession memberships as a percentage of all leisure centre memberships	40.0%	53.0%	50.9%	43.2%	42.0%	Higher		42.6%	42.4%	38.5%	44.0%		There has been little change to the number of Camden’s Concessionary leisure centre membership,
Library visits (per 1,000 population)	173	1,208	2,066	3,347	3,589	Higher		1,000	846	850	893		Visitor numbers overall increase on last year
Library digital use as a % of available PC time		30.0%	33.0%	32.0%	35.0%	Higher		35%	35%	36%	33%		Percentage of use of available PC time has met the target of 35% in 2024/25. Cost of living pressures result in more people accessing free digital services including libraries wifi and PCs.
Number of events taking place in libraries			New indicator	2534	2262	Higher		691	578	520	473		The libraries are building partnerships and connections with communities and delivering engaging events.

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25				Notes	
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Supporting Communities													
Public Safety													
Percentage of Food Safety Inspections carried out		75%	94%	78%		Higher		56%	59%	66%			Q4 data not available
Number of Out of Hours noise complaints responded to within 1 hour			New Indicator	79%		Higher		90%	91%	87%			Q4 data not available
Number of notifiable offences			New Indicator	42,246	42,490	Lower		10,537	10,519	11,314	10,120		This is not performance related indicator and is published by the Police
Environment													
Percentage of household waste sent for reuse, recycling or composting	28.6%	28.1%	27.9%	29.1%		Higher		28.0%	26.4%	28.1%			This measure is a qtr in arrears.
% of land and roads having deposits of litter	4.03%	4.49%	7.31%	5.65%	7.11%	Lower		6.94%	8.00%	N/A	6.28%		There are 3 tranches of this Keep Britain Tidy survey. Target is under 6%. Overall for 24/25 is 7.11%
Improved street and environmental cleanliness – fly tipping			New Indicator	4.49%	4%	Lower		5%	4%	N/A	5%		Another KBT survey. No Target
Average missed bin collection (per 100,000 collections)		49	44	45	45	Lower		38.1	45.3	43.7	52		Missed bin rate in 24/25, remains well below target of 60 missed bins per 1,000 collections

Corporate Data Dashboard Q4 2024/25													
Measure	Annual trend							2024/25					Notes
	2020/21	2021/22	2022/23	2023/24	2024/25	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Supporting Communities													
Organisational Health													
Total Headcount - excluding Casual/Sessional Workers			2010	2191	2246	N/A		2240	2,219	2,230	2,246		
Agency workers Headcount			232	291	304	N/A		322	338	322	304		
Black, Asian, Mixed or Other Ethnicity staff			37.61%	38.98%	39.72%	Higher		38.75%	39.07%	39.19%	39.72%		Camden Q4 24/25 = 44.36% Camden Census 2021 population = 40.48%
Disability disclosure - Disability Declared staff			5.57%	5.71%	39.72%	Higher		4.96%	5.14%	5.38%	39.72%		Camden Q4 24/25 = 7.73% Camden Census 2021 population = 15.2%
Number of apprentice new entrant starts			20	16	13	Higher		5	8	9	13		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community.
Number of new entrants apprentices on programme			32	42	33	Higher		36	33	30	33		On programme means anyone who is currently undertaking an apprenticeship. At the end of 2024/25 there were 11 fewer new entrant on programme than last year in Supporting Communitates
Number of exsisting staff starting apprenticeships			7	12	9	Higher		0	6	6	9		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of exsisting staff apprentices on programme			19	25	28	Higher		23	28	25	28		Existing staff currently undertaking an apprenticeship
Critical Turnover			9.2%	22.7%	18.6%	Lower		25.0%	21.6%	20.2%	18.6%		This metric focusses on permanent members of staff who voluntary leave the organisation within 1 Year of joining the Council as a percentage of all permanent leavers during the rolling year period.
Number of critical leavers				22	16	Lower		23	21	20	16		
Average working days sickness absence per employee			11.6	10.6	12.0	Lower		11.0	11.3	11.7	12.0		Supporting Communities continues to have the highest average number of working days sickness absence taken per employee in comparison with the other Camden directorates
Number of complaints received				3,073	4,714	Lower		884	947	1,350	1,533		Supporting Communities continue to receive the bulk of complaints (90%) and MEs (90%) received by the council in Q4 of 2024/25. Matters relating to housing continue to lead with Property Management and Housing receiving 82% of all Supporting Communities complaints and 68% of all Supporting Communities MEs raised. There has been a significant increases in response rates despite the volume. during 2024/25.
Percentage of complaints responded to within the deadline				40%	72%	Higher		60%	64%	71%	84%		
Number of Members' Enquiries (MEs) to division				4,077	3,976	Lower		990	901	1,083	1,002		
Percentage of MEs responded to within 10 days				50%	85%	Higher		77%	86%	88%	90.0%		