

Complaints April 2019 - Mar 2020 - OUTCOMES

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Not Upheld	Upheld	Partly Upheld	Open	Withdrawn
Corporate Services			127			65	14	17	30	1
		Percentage Outcomes				51%	11%	13%	24%	1%
		Participation, Policy & Communication		0						
		Digital & IT		0						
		Law & Governance		5		4	0	0	1	0
		Legal								
		Business Support Services								
		Committee Services								
		Mayor's Office								
		Electoral Services			5	4			1	
		People & Inclusion (HR)		0						
		Finance & Procurement		2					2	
		Customer Services		120		61	14	17	27	1
		Benefits			6	3	1		2	
		Council Tax & Business Rates			17	3	5	4	4	1
		Customer & Registration Services			13	3	2	4	4	
		Contact Camden			14	2	3	3	6	
		Parking Operations			70	50	3	6	11	
Supporting Communities			677			202	154	157	141	23
		Percentage Outcomes				30%	23%	23%	21%	3%
		Community Services		14		4	0	2	8	0
		Sports & Physical Activity			0					
		Community Partnerships			2	1			1	
		Libraries, Arts & Tourism			11	2		2	7	
		Safer Camden Network			0					
		Community Safety & Emergency Management			1	1				
		Development		13		3	2	3	5	0
		Community Investment & Regeneration Programme			1		1			
		Asset Strategy & Valuation			0					
		Neighbourhoods			1				1	
		Town Hall Project			0					
		Regeneration & Development			11	3	1	3	4	
		Housing Management		218		85	29	31	66	7
		Estate Management (general)			28	6	4		16	2
		Estate Management (estate parking)			30	9	8	9	4	
		Leaseholder Services			33	17	4	8	3	1
		Landlord Services			124	51	13	14	42	4
		Camden Safety Programme								
		Tenant & Leaseholder Participation			3	2			1	
		Property Management		346		79	106	108	39	14
		Facilities Management			1	1				
		Planned Works			45	9	8	16	11	1
		Property Planning & Asset Management			2			1	1	
		Repairs & Operations			298	69	98	91	27	13
		Regeneration & Planning		84		31	16	13	22	2
		Transport Planning & Parking Strategy			4	2			2	
		Inclusive Economy			0					
		Development Management			19	6	1	5	7	
		HS2 Programme			0					
		Sustainability, Air Quality & Energy			0					
		Engineering & Building Control			3	3				
		Environment Services			37	9	9	6	11	2
		Green Spaces			9	2	3	2	2	
		Public Protection			12	9	3			
		Resident Safety		2		0	1	0	1	0
		Resident Safety Engagement			1				1	
		Safer Homes								
		Safety Performance & Governance			1		1			
Supporting People			188			91	26	32	29	10
		Percentage Outcomes				48%	14%	17%	15%	5%
		Housing Support Services		49		17	2	7	21	2
		Camden Accessible Travel Solutions			8	1			7	
		Housing Needs & Private Sector Housing			38	15	1	7	13	2
		Housing Commissioning & Partnerships								
		Temporary Accommodation			3	1	1		1	
		Adult Social Care		50		20	15	9	2	4
		Support & Safeguarding Adults			26	8	9	5	1	3
		Integrated Learning Disability Service (CLDS)			7	2	4	1		
		Camden & Islington Trust (incl R&R, SAMH)			7	3	1	2		1
		Awards & Contributions Team			5	3		1	1	
		Transformation & Performance			2	1	1			
		Mental Health Social Work Service			2	2				
		Provider Services (Camden Carers)			1	1				
		Children's Safeguarding & Social Work		68		44	6	10	5	3
		Children & Young People Disability Service (MOSAIC)			4	3		1		
		Children In Need			33	23	2	5	3	
		Looked After Children & Care Leavers			29	17	4	3	2	3
		Children's Quality Assurance			2	1		1		
		Early Intervention & Prevention		21		10	3	6	1	1
		Early Years			2	2				
		Family Support & Complex Families			1	1				
		Integrated Youth Service			1	1				
		Special Educational & Inclusion Intervention Service			17	6	3	6	1	1
		Adult Community Learning			0					
		Education & Integrated Commissioning		0	0	0	0	0	0	0
		Resources			0					
		Mental Health & Learning Disabilities Integrated Commissioning			0					
		Adults Commissioning			0					
		Children's Integrated Commissioning			0					
		Education, Commissioning & School Organisation			0					
Whole Council Total			992			358	194	206	200	34