Stage 1 Complaints April 2022 - Mar 2023

Volumes by Service & Month

Treat Trea	Stage 1 Cor	nplaints April 2022 -	Volumes							Мо	nth	,	,					
Component services	Directorate	Division	Service	Directorate Total	Division Total	Service Total	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Digida & FT	Corporate	Services					10		23	23	22	30	21	25	12	32	16	40
Lags Appendix Commission		Participation, Policy	& Communication		5			2									2	1
Light Committee Committe		Digital & IT			5				1	1						1		2
Light Committee Committe		Law & Governance			7		0	1	1	1	1	0	0	1	0	0	1	1
Personal function (NT)			Legal															
People & Includes (1987)			Committee Services			0				1							1	1
People & Notucion (NP)								1	1					1				
Customer Services		People & Inclusion (5	Ü				2			1	•	1			
Customer Services		Finance & Procurer	nant		0													
Part Property Management 15 16 17 18 18 18 18 18 18 18																		
Count of the Abunnan Rates		Customer Services	Benefits		262	14	10	26				30		24	11		13	36
Supporting Communities Suppor			Council Tax & Business Rates			55	4	4			3		3	7	3	5	2	10
Supporting Communities			Services			42		8	4		4	4	1	2	1	7	3	7
Supporting Communities							6	1/1	11		12	20	15	15	7	17	6	16
Sorn a Propose Amongs 2	Supportin	g Communities	r arking Operations	2051		130											209	281
Community Personality		Community Service			84	2	8		7	8	8	4	3	14	7	7	8	6
Discrepance 1 1 1 1 1 1 1 1 1			Community Partnerships			8	1							1	3	1	2	
Public Processon 24							1	1			1						1	1
Community States & 12			Public Protection									3	2				2	1
Environment & Committy Inverser & Programme 12			Community Safety &					1				1	4				1	2
Community Investment A		Davolanmant	Emergency Management		12	22		1				4					2	3
Internation Programme		Development			12	4	U				U				U	U	1	3
Negleoutnoods			Regeneration Programme						1									
Housing Management			Neighbourhoods			7		1				1		1			1	3
Housing Management																		
Estate Management		Manager Pa			201	0	40	0.5	07	04	20	45	4.	27		20	07	40
Leasenbook Proces		Housing Manageme			304		6	9	11	6	6	1	4	14	3	8	27	48 10
Candido Solar Propagations 1			Leaseholder Services			53	3	5	4	3	3	2	3	3	2	9	2	14
Property Management 1150 2 54 56 67 60 77 76 93 176 112 177			Camden Safety Programme				5	11		10	21	11	б	18		13	16	23
Property Management			Tenant Participation & sheltered housing services			18	2		1	2	3	1	1	2	1	3	1	1
Repair A Season		Property Manageme	ent		1150		54	56	67	60	77	76	93	176	112	117	123	139
Property Flammong A Asset 2			Facilities Management Planned Works					1		2	1	1		1	1		1	1
			Property Planning & Asset											1				1
Economy, Regonaration & Investment 129							54	55	67	58	76	75	93		111	114	122	137
Registerior Programme		Economy, Regenera	tion & Investment		129		5	8	12	9	9	8	12	18	6	16	11	15
Development Management										1			1	1			1	
Environment & Sustantability 108			Inclusive Economy														6	11
Note			HS2 Programme														4	2
Energy		Environment & Sust			108		7	4	4	0	8	4	8	24	5	10	12	22
Housing Support Services			Energy															
Housing Support Services			Building Control Environment Services					4	4		8	4	8		5	2	12	4 18
Housing Support Services						0												- 10
Canden Accessible Travel 9		Housing Support Se	ervices		253	0	12	14	13	22	25	12	23	28	19	17	24	44
Housing Needs 168 7 8 7 15 15 12 19 17 14 12			Camden Accessible Travel			9				1							1	1
Pannerships						168	7	8	7	15	15	12	19	17	14	12	14	28
Private Sector Housing 1						71	5	4	4	5	8		4	9	5	4	9	14
Resident Safety			Private Sector Housing			1										1		
Resident Safety Engagement 3		Resident Safety	Temporary Accommodation		11	4	0	1	1	0	1	0	0	1	0	1	2	4
Supporting People			Resident Safety Engagement														1	1
Supporting People			Safety Performance &					1	-							1	1	3
Adult Social Care	Cupportin	a Boonlo	Governance	06		'	2	2	10	-	7	10	-1	15	11	6	10	16
Support & Safeguarding Adults 1	Supportin			90	39												2	6
Integrated Learning Disability 1			Support & Safoguarding Adulto			30		1	6	3	3	2		4	3		2	6
Service (LCUS) Camden & Islington Trust (Incl R&R, SAMH.) O			Integrated Learning Disability			1												
R8R, SAMH,			Service (CLDS) Camden & Islington Trust (incl.)															
Transformation & Performance 0			R&R, SAMH,)			0												
Transformation & Performance 0			Awards & Contributions Team			0												
Mental Health Social Work 1						0												
Children's Safeguarding & Social Work 29			Mental Health Social Work			1	1											
Children's Safeguarding & Social Work 29												2		4		1		
Disability Service (MOSAIC) 3		Children's Safeguar	ding & Social Work		29		1	0	0	1	4		0		4	3	3	7
Children In Need			Disability Service (MOSAIC)															1
Leavers			Children In Need				1			1		3		2			1	4
Early Intervention & Prevention 24			Leavers								2				2	1	1	2
Early Years 8		Early Intervention &			24	1	1	1	4	1	0	2	1	2	3	2	4	3
Families		,	Early Years			8											1	1
Integrated Youth Service 0			Families											1				
Inclusion Intervention Service			Integrated Youth Service															
Adult Community Learning			Inclusion Intervention Service				1	1	4			2		1		1	3	2
Resources		Education & Integra	Adult Community Learning		4		0	0	0	0	0	0	0	2	0	0	1	0
Disabilities Integrated 0		Laucation & integra	Resources		-		U	U	U	U	U	U	U	3	U	U		U
Commissioning			Mental Health & Learning															
Children's Integrated Commissioning Education, Commissioning & 4 School Organisation			Commissioning															
Commissioning U 3 Education, Commissioning & 4 School Organisation 3			Adults Commissioning Children's Integrated															
School Organisation 4 3			Commissioning			0												
						4											1	
Whole Council Total 2431 115 145 165 149 190 160 176 340 180 239 2	Whole C	Council Total		2431			115	145	165	149	190	160	176	340	180	239	235	337