

Complaints April 2021 - Mar 2022

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Outcome				
						Not Upheld	Upheld	Partly Upheld	Open	Withdrawn
Corporate Services			72			37	12	8	4	11
		Percentage Outcomes				51%	17%	11%	6%	15%
		Participation, Policy & Communication		1						1
		Digital & IT		1						1
		Law & Governance		3						3
		Legal								
		Business Support Services								2
		Committee Services								
		Mayor's Office								1
		Electoral Services			0					
		People & Inclusion (HR)		1						1
		Finance & Procurement		2						2
		Customer Services		64		37	12	8	4	3
		Benefits			7	3	1	1	1	1
		Council Tax & Business Rates			16	7	4	5	0	0
		Customer & Registration Services			11	3	2	2	3	1
		Contact Camden			0					
		Parking Operations			30	24	5	0	0	1
Supporting Communities			1055			287	307	254	180	27
		Percentage Outcomes				27%	29%	24%	17%	3%
		Community Services		9		1	1	0	7	0
		Sports & Physical Activity			0					
		Community Partnerships			0					
		Libraries, Arts & Tourism			1	1				
		Safer Camden Network			0					
		Community Safety & Emergency Management			8		1		7	
		Development		6		1	2	2	1	0
		Community Investment & Regeneration Programme			0					
		Asset Strategy & Valuation			0					
		Neighbourhoods			2		1		1	
		Town Hall Project			0					
		Regeneration & Development			4	1	1	2		
		Housing Management		139		60	14	20	43	2
		Estate Management (general)			19	6	2	5	6	
		Estate Management (estate parking)			15	7	2	4	2	
		Leaseholder Services			18	8	3	3	3	1
		Landlord Services			87	39	7	8	32	1
		Camden Safety Programme								
		Tenant & Leaseholder Participation			0					
		Property Management		728		183	264	204	61	16
		Facilities Management			3		1		2	
		Planned Works			7	1	2	2	1	1
		Property Planning & Asset Management			1				1	
		Repairs & Operations			717	182	261	202	57	15
		Regeneration & Planning		84		17	12	9	41	5
		Transport Planning & Parking Strategy			0					
		Inclusive Economy			0					
		Development Management			31	7	6	3	14	1
		HS2 Programme			0					
		Sustainability, Air Quality & Energy			0					
		Engineering & Building Control			0					
		Environment Services			35	7	4	3	17	4
		Green Spaces			11	2	1	3	5	
		Public Protection			7	1	1		5	
		Housing Support Services		89		25	14	19	27	4
		Camden Accessible Travel Solutions			1				1	
		Housing Needs			87	24	14	19	26	4
		Housing Commissioning & Partnerships			1	1				
		Private Sector Housing			0					
		Temporary Accommodation			0					
		Resident Safety		0		0	0	0	0	0
		Resident Safety Engagement			0					
		Safer Homes								
		Safety Performance & Governance			0					
Supporting People			89			27	3	4	54	1
		Percentage Outcomes				30%	3%	4%	61%	1%
		Adult Social Care		25		8	1	1	14	1
		Support & Safeguarding Adults			18	3	1		13	1
		Integrated Learning Disability Service (CLDS)			3	2		1		
		Camden & Islington Trust (incl R&R, SAMH.)			0					
		Awards & Contributions Team			2	1			1	
		Transformation & Performance			0					
		Mental Health Social Work Service			0					
		Provider Services			2	2				
		Children's Safeguarding & Social Work		51		13	2	3	33	0
		Children & Young People Disability Service (MOSAIC)			9	4	1		4	
		Children In Need			18	4	1		13	
		Looked After Children & Care Leavers			19	4		2	13	
		Children's Quality Assurance			5	1		1	3	
		Early Intervention & Prevention		13		6	0	0	7	0
		Early Years			4				4	
		Family Support & Complex Families			1	1				
		Integrated Youth Service			0					
		Special Educational & Inclusion Intervention Service			8	5			3	
		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			1216			351	322	266	238	39
		Percentage Outcome				29%	26%	22%	20%	3%