

Stage 2 Complaints April 2022 - Mar 2023

			Performance (Time to respond)									
Directorate	Division	Service	Directorate Total	Division Total	Service Total	1-25 wkg days	26-40 wkg days	41-60 wkg days	61+ wkg days	Open	Withdrawn	Average wkg days
<b>Corporate Services</b>			<b>28</b>			<b>9</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>0</b>	
<b>Percentage Performance</b>						<b>32%</b>	<b>21%</b>	<b>25%</b>	<b>21%</b>	<b>0%</b>	<b>0%</b>	
Participation, Policy & Communication			0			0	0	0	0	0	0	
Digital & IT			0			0	0	0	0	0	0	
Law & Governance			0			0	0	0	0	0	0	
Legal			0		0	0	0	0	0	0	0	
Business Support Services			0		0	0	0	0	0	0	0	
Committee Services			0		0	0	0	0	0	0	0	
Mayor's Office			0		0	0	0	0	0	0	0	
Electoral Services			0		0	0	0	0	0	0	0	
People & Inclusion (HR)			0		0	0	0	0	0	0	0	
Finance & Procurement			0		0	0	0	0	0	0	0	
Customer Services			<b>28</b>			<b>9</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>0</b>	
Benefits					1	1	0	0	0	0	0	5
Council Tax & Business Rates					6	2	0	2	2	0	0	52
Customer & Registration Services					0	0	0	0	0	0	0	
Contact Camden					0	0	0	0	0	0	0	
Parking Operations					21	6	6	5	4	0	0	40
<b>Supporting Communities</b>			<b>383</b>			<b>106</b>	<b>60</b>	<b>101</b>	<b>105</b>	<b>1</b>	<b>10</b>	
<b>Percentage Performance</b>						<b>28%</b>	<b>16%</b>	<b>26%</b>	<b>27%</b>	<b>0%</b>	<b>3%</b>	
<b>Community Services</b>			<b>16</b>			<b>5</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>47</b>
Sports & Physical Activity					0	0	0	0	0	0	0	
Community Partnerships					0	0	0	0	0	0	0	
Libraries, Arts & Tourism					0	0	0	0	0	0	0	
Safer Camden Network					0	0	0	0	0	0	0	
Public Protection					5	2	0	2	1	0	0	40
Green Spaces					4	0	0	1	3	0	0	68
Community Safety & Emergency Management					7	3	1	2	1	0	0	33
<b>Development</b>			<b>0</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Community Investment & Regeneration Programme					0	0	0	0	0	0	0	
Asset Strategy & Valuation					0	0	0	0	0	0	0	
Neighbourhoods					0	0	0	0	0	0	0	
Town Hall Project					0	0	0	0	0	0	0	
Regeneration & Development					0	0	0	0	0	0	0	
<b>Housing Management</b>			<b>62</b>			<b>16</b>	<b>11</b>	<b>17</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>46</b>
Estate Management					21	7	2	5	7	0	0	45
Leaseholder Services					16	3	4	4	5	0	0	51
Landlord Services					21	5	4	7	5	0	0	43
Camden Safety Programme					0	0	0	0	0	0	0	
Tenant Participation & sheltered housing services					4	1	1	1	1	0	0	46
<b>Property Management</b>			<b>223</b>			<b>65</b>	<b>38</b>	<b>63</b>	<b>54</b>	<b>0</b>	<b>3</b>	<b>46</b>
Facilities Management					0	0	0	0	0	0	0	
Planned Works					4	2	1	0	1	0	0	37
Property Planning & Asset Management					1	0	0	1	0	0	0	59
Repairs & Operations					218	63	37	62	53	0	3	43
<b>Economy, Regeneration &amp; Investment</b>			<b>16</b>			<b>5</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>40</b>
Community Investment & Regeneration Programme					0	0	0	0	0	0	0	
Inclusive Economy					5	1	3	0	1	0	0	40
Development Management					11	4	2	2	2	1	0	39
HS2 Programme					0	0	0	0	0	0	0	
<b>Environment &amp; Sustainability</b>			<b>12</b>			<b>4</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>53</b>
Sustainability, Air Quality & Energy					0	0	0	0	0	0	0	
Building Control					0	0	0	0	0	0	0	
Environment Services					12	4	0	2	5	0	1	53
Housing Support Services					0	0	0	0	0	0	0	
Camden Accessible Travel Solutions					0	0	0	0	0	0	0	
Housing Needs					35	6	2	7	15	0	5	55
Housing Commissioning & Partnerships					19	5	3	5	5	0	1	45
Private Sector Housing					0	0	0	0	0	0	0	
Temporary Accommodation					0	0	0	0	0	0	0	
<b>Resident Safety</b>			<b>0</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Resident Safety Engagement					0	0	0	0	0	0	0	
Safer Homes					0	0	0	0	0	0	0	
Safety Performance & Governance					0	0	0	0	0	0	0	
<b>Supporting People</b>			<b>9</b>			<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>5</b>	
<b>Percentage Performance</b>						<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>22%</b>	<b>11%</b>	<b>56%</b>	
<b>Adult Social Care</b>			<b>0</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Support & Safeguarding Adults					0	0	0	0	0	0	0	
Integrated Learning Disability Service (CLDS)					0	0	0	0	0	0	0	
Camden & Islington Trust (incl R&R, SAMH,)					0	0	0	0	0	0	0	
Awards & Contributions Team					0	0	0	0	0	0	0	
Transformation & Performance					0	0	0	0	0	0	0	
Mental Health Social Work Service					0	0	0	0	0	0	0	
Provider Services					0	0	0	0	0	0	0	
<b>Children's Safeguarding &amp; Social Work</b>			<b>8</b>			<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>	
Children & Young People Disability Service (MOSAIC)					0	0	0	0	0	0	0	
Children In Need					4	0	0	0	1	1	2	161
Looked After Children & Care Leavers					3	0	1	0	1	0	1	68
Children's Quality Assurance					1	0	0	0	0	0	1	
<b>Early Intervention &amp; Prevention</b>			<b>1</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
Early Years					0	0	0	0	0	0	0	
Family Support & Complex Families					0	0	0	0	0	0	0	
Integrated Youth Service					0	0	0	0	0	0	0	
Special Educational & Inclusion Intervention Service					1	0	0	0	0	0	1	
Adult Community Learning					0	0	0	0	0	0	0	
<b>Education &amp; Integrated Commissioning</b>			<b>0</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Resources					0							
Mental Health & Learning Disabilities Integrated Commissioning					0							
Adults Commissioning					0							
Children's Integrated Commissioning					0							
Education, Commissioning & School Organisation					0							
<b>Whole Council Total</b>			<b>420</b>			<b>115</b>	<b>67</b>	<b>108</b>	<b>113</b>	<b>2</b>	<b>15</b>	
<b>Percentage Performance</b>						<b>27%</b>	<b>16%</b>	<b>26%</b>	<b>27%</b>	<b>0%</b>	<b>4%</b>	