

## Complaints April 2020 - Mar 2021

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Performance (Time to respond)						
						1-10 wkg days	11-20 wkg days	21-40 wkg days	41+ wkg days	Open	Withdrawn	Average wkg days
<b>Corporate Services</b>			<b>60</b>			<b>26</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>11</b>	<b>4</b>	<b>10 days</b>
<b>Percentage Performance</b>						<b>43%</b>	<b>18%</b>	<b>10%</b>	<b>3%</b>	<b>18%</b>	<b>7%</b>	
	Participation, Policy & Communication		0									
	Digital & IT		0									
	Law & Governance		1			0	0	0	0	1	0	N/A
	Legal									1		N/A
	Business Support Services											
	Committee Services											
	Mayor's Office											
	Electoral Services				0							
	People & Inclusion (HR)		0									
	Finance & Procurement		0									
	Customer Services		59			26	11	6	2	10	4	10 days
	Benefits			5		2		1		1	1	8.5
	Council Tax & Business Rates			9		6	1			1	1	8.5
	Customer & Registration Services			26		14	3	2		6	1	7
	Contact Camden			0								
	Parking Operations			19		4	7	3	2	2	1	15
<b>Supporting Communities</b>			<b>813</b>			<b>249</b>	<b>219</b>	<b>113</b>	<b>83</b>	<b>119</b>	<b>30</b>	<b>17 days</b>
<b>Percentage Performance</b>						<b>31%</b>	<b>27%</b>	<b>14%</b>	<b>10%</b>	<b>15%</b>	<b>4%</b>	
	Community Services		13			3	1	0	1	7	1	18 days
	Sports & Physical Activity			1						1		N/A
	Community Partnerships			1		1						10
	Libraries, Arts & Tourism			3		1	1			1		11.5
	Safer Camden Network			0								
	Community Safety & Emergency Management			8		1			1	5	1	33
	Development		6			2	3	1	0	0	0	17 days
	Community Investment & Regeneration Programme			0								
	Asset Strategy & Valuation			1				1				25
	Neighbourhoods			1			1					12
	Town Hall Project			0								
	Regeneration & Development			4		2	2					14
	Housing Management		140			31	24	18	13	51	3	16 days
	Estate Management (general)			19		1	3	1	2	12		27
	Estate Management (estate parking)			5		2	1			2		9
	Leaseholder Services			10		6	3		1			10.5
	Landlord Services			96		16	15	17	9	36	3	25
	Camden Safety Programme											
	Tenant & Leaseholder Participation			10		6	2		1	1		8
	Property Management		492			178	163	82	35	19	15	14.5 days
	Facilities Management			3					1	2		25
	Planned Works			2		1				1		3
	Property Planning & Asset Management			3					1	1	1	N/A
	Repairs & Operations			484		177	163	81	34	15	14	16
	Regeneration & Planning		60			17	6	3	1	32	1	10 days
	Transport Planning & Parking Strategy			1						1		N/A
	Inclusive Economy			0								
	Development Management			13		3	2	2	1	4	1	14
	HS2 Programme			0								
	Sustainability, Air Quality & Energy			0								
	Engineering & Building Control			3		1	1			1		9
	Environment Services			29		4	1	1		23		14
	Green Spaces			10		7	2			1		7.5
	Public Protection			4		2	2			2		6.5
	Housing Support Services		98			16	22	9	32	10	9	24 days
	Camden Accessible Travel Solutions			26		1	1	1	22	1		62
	Housing Needs			62		12	18	8	10	5	9	22
	Housing Commissioning & Partnerships			2		1				1		10
	Private Sector Housing			1			1					11
	Temporary Accommodation			7		2	2			3		11.5
	Resident Safety		4			2	0	0	1	0	1	24 days
	Resident Safety Engagement			4		2			1		1	24
	Safer Homes											
	Safety Performance & Governance			0								
<b>Supporting People</b>			<b>78</b>			<b>16</b>	<b>11</b>	<b>17</b>	<b>8</b>	<b>24</b>	<b>2</b>	<b>20 days</b>
<b>Percentage Performance</b>						<b>21%</b>	<b>14%</b>	<b>22%</b>	<b>10%</b>	<b>31%</b>	<b>3%</b>	
	Adult Social Care		21			5	4	6	3	3	0	23 days
	Support & Safeguarding Adults			15		4	4	4	2	1		22
	Integrated Learning Disability Service (CLDS)			3				1	1	1		39
	Camden & Islington Trust (incl R&R, SAMH)			0								
	Awards & Contributions Team			1				1				24
	Transformation & Performance			1		1						8
	Mental Health Social Work Service			0								
	Provider Services			1						1		N/A
	Children's Safeguarding & Social Work		49			10	6	11	5	15	2	20 days
	Children & Young People Disability Service (MOSAIC)			3		2					1	9
	Children In Need			27		5	1	6	5	9	1	34
	Looked After Children & Care Leavers			17		3	5	5		4		18
	Children's Quality Assurance			2						2		N/A
	Early Intervention & Prevention		7			0	1	0	0	6	0	13 days
	Early Years			3				1		2		13
	Family Support & Complex Families			1						1		N/A
	Integrated Youth Service			0								
	Special Educational & Inclusion Intervention Service			3						3		N/A
	Adult Community Learning			0								
	Education & Integrated Commissioning		1			1	0	0	0	0	0	1 day
	Resources			0								
	Mental Health & Learning Disabilities Integrated Commissioning			0								
	Adults Commissioning			1		1						1
	Children's Integrated Commissioning			0								
	Education, Commissioning & School Organisation			0								
<b>Whole Council Total</b>			<b>951</b>			<b>291</b>	<b>241</b>	<b>136</b>	<b>93</b>	<b>154</b>	<b>36</b>	
<b>Percentage Performance</b>						<b>31%</b>	<b>25%</b>	<b>14%</b>	<b>10%</b>	<b>16%</b>	<b>4%</b>	