

Complaints April 2020 - Mar 2021

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Outcome				
						Not Upheld	Upheld	Partly Upheld	Open	Withdrawn
Corporate Services			60			16	17	12	11	4
Percentage Outcomes						27%	28%	20%	18%	7%
Participation, Policy & Communication			0							
Digital & IT			0							
Law & Governance			1						1	
Legal										
Business Support Services										
Committee Services										
Mayor's Office										
Electoral Services					0					
People & Inclusion (HR)			0							
Finance & Procurement			0							
Customer Services			59			16	17	12	10	4
Benefits					5	1	1	1	1	1
Council Tax & Business Rates					9	3	3	1	1	1
Customer & Registration Services					26	3	9	7	6	1
Contact Camden					0					
Parking Operations					19	9	4	3	2	1
Supporting Communities			813			222	193	249	119	30
Percentage Outcomes						27%	24%	31%	15%	4%
Community Services			13			5	0	0	7	1
Sports & Physical Activity					1				1	
Community Partnerships					1	1				
Libraries, Arts & Tourism					3	2			1	
Safer Camden Network					0					
Community Safety & Emergency Management					8	2			5	1
Development			6			1	2	3	0	0
Community Investment & Regeneration Programme					0					
Asset Strategy & Valuation					1			1		
Neighbourhoods					1		1			
Town Hall Project					0					
Regeneration & Development					4	1	1	2		
Housing Management			140			49	4	33	51	3
Estate Management (general)					19	5		2	12	
Estate Management (estate parking)					5			3	2	
Leaseholder Services					10	3	2	5		
Landlord Services					96	35	2	20	36	3
Camden Safety Programme										
Tenant & Leaseholder Participation					10	6		3	1	
Property Management			492			129	154	175	19	15
Facilities Management					3		1		2	
Planned Works					2			1	1	
Property Planning & Asset Management					3			1	1	1
Repairs & Operations					484	129	153	173	15	14
Regeneration & Planning			60			15	4	8	32	1
Transport Planning & Parking Strategy					1				1	
Inclusive Economy					0					
Development Management					13	5		3	4	1
HS2 Programme					0					
Sustainability, Air Quality & Energy					0					
Engineering & Building Control					3		1	1	1	
Environment Services					29	3	2	1	23	
Green Spaces					10	5	1	3	1	
Public Protection					4	2			2	
Housing Support Services			98			22	28	29	10	9
Camden Accessible Travel Solutions					26	3	9	13	1	
Housing Needs					62	15	17	16	5	9
Private Sector Housing					1	1				
Housing Commissioning & Partnerships					2	1			1	
Temporary Accommodation					7	2	2		3	
Resident Safety			4			1	1	1	0	1
Resident Safety Engagement					0					
Safer Homes										
Safety Performance & Governance					4	1	1	1		1
Supporting People			78			37	3	12	24	2
Percentage Outcomes						47%	4%	15%	31%	3%
Adult Social Care			21			6	2	10	3	0
Support & Safeguarding Adults					15	5	1	8	1	
Integrated Learning Disability Service (CLDS)					3	1		1	1	
Camden & Islington Trust (incl R&R, SAMH.)					0					
Awards & Contributions Team					1		1			
Transformation & Performance					1			1		
Mental Health Social Work Service					0					
Provider Services					1				1	
Children's Safeguarding & Social Work			49			29	1	2	15	2
Children & Young People Disability Service (MOSAIC)					3	2				1
Children In Need					27	14	1	2	9	1
Looked After Children & Care Leavers					17	13			4	
Children's Quality Assurance					2				2	
Early Intervention & Prevention			7			1	0	0	6	0
Early Years					3	1			2	
Family Support & Complex Families					1				1	
Integrated Youth Service					0					
Special Educational & Inclusion Intervention Service					3				3	
Adult Community Learning					0					
Education & Integrated Commissioning			1			1	0	0	0	0
Resources					0					
Mental Health & Learning Disabilities Integrated Commissioning					0					
Adults Commissioning					1	1				
Children's Integrated Commissioning					0					
Education, Commissioning & School Organisation					0					
Whole Council Total			951			275	213	273	154	36
Percentage Outcome						29%	22%	29%	16%	4%