

Complaints April 2019 - Mar 2020 - PERFORMANCE (meeting timescales)

Directorate	Division	Service	Directorate Total	Division Total	Service Total	1-10 wkg days	11-20 wkg days	21-40 wkg days	41+ wkg days	Open	Withdrawn
Corporate Services			127			38	56	1	1	30	1
Percentage Performance						30%	44%	1%	1%	24%	1%
Participation, Policy & Communication			0								
Digital & IT			0								
Law & Governance			5			4	0	0	0	1	0
Legal											
Business Support Services											
Committee Services											
Mayor's Office											
Electoral Services					5	4				1	
People & Inclusion (HR)			0								
Finance & Procurement			2							2	
Customer Services			120			34	56	1	1	27	1
Benefits					6	4				2	
Council Tax & Business Rates					17	5	7			4	1
Customer & Registration Services					13	6	3			4	
Contact Camden					14	5	2		1	6	
Parking Operations					70	14	44	1		11	
Supporting Communities			677			195	153	98	67	141	23
Percentage Performance						29%	23%	14%	10%	21%	3%
Community Services			14			2	2	1	1	8	0
Sports & Physical Activity					0					1	
Community Partnerships					2	1				1	
Libraries, Arts & Tourism					11	1	1	1	1	7	
Safer Camden Network					0						
Community Safety & Emergency Management					1		1				
Development			13			2	3	2	1	5	0
Community Investment & Regeneration Programme					1	1					
Asset Strategy & Valuation					0						
Neighbourhoods					1					1	
Town Hall Project					0						
Regeneration & Development					11	1	3	2	1	4	
Housing Management			218			64	37	27	17	66	7
Estate Management (general)					28	3	3	3	1	16	2
Estate Management (estate parking)					30	9	9	6	2	4	
Leaseholder Services					33	20	5	3	1	3	1
Landlord Services					124	30	20	15	13	42	4
Camden Safety Programme											
Tenant & Leaseholder Participation					3	2				1	
Property Management			346			90	100	62	41	39	14
Facilities Management					1	1					
Planned Works					45	21	7	4	1	11	1
Property Planning & Asset Management					2	1				1	
Repairs & Operations					298	67	93	58	40	27	13
Regeneration & Planning			84			37	10	6	7	22	2
Transport Planning & Parking Strategy					4	1	1			2	
Inclusive Economy					0						
Development Management					19	5	1	1	5	7	
HS2 Programme					0						
Sustainability, Air Quality & Energy					0						
Engineering & Building Control					3	1	1		1		
Environment Services					37	14	5	4	1	11	2
Green Spaces					9	6	1			2	
Public Protection					12	10	1	1		1	0
Resident Safety			2			0	1	0	0	1	0
Resident Safety Engagement					1					1	
Safer Homes											
Safety Performance & Governance					1		1				
Supporting People			188			46	35	42	26	29	10
Percentage Performance						24%	19%	22%	14%	15%	5%
Housing Support Services			49			13	8	2	3	21	2
Camden Accessible Travel Solutions					8	1				7	
Housing Needs & Private Sector Housing					38	12	7	1	3	13	2
Housing Commissioning & Partnerships											
Temporary Accommodation					3		1	1		1	
Adult Social Care			50			11	10	16	7	2	4
Support & Safeguarding Adults					26	4	3	11	4	1	3
Integrated Learning Disability Service (CLDS)					7	2	3	1	1		
Camden & Islington Trust (incl R&R, SAMH)					7	1	1	4			1
Awards & Contributions Team					5	2	2			1	
Transformation & Performance					2	1	1				
Mental Health Social Work Service					2				2		
Provider Services (Camden Carers)					1	1					
Children's Safeguarding & Social Work			68			18	12	18	12	5	3
Children & Young People Disability Service (MOSAIC)					4	2		2			
Children In Need					33	5	6	11	8	3	
Looked After Children & Care Leavers					29	9	6	5	4	2	3
Children's Quality Assurance					2	2					
Early Intervention & Prevention			21			4	5	6	4	1	1
Early Years					2	1		1			
Family Support & Complex Families					1	1					
Integrated Youth Service					1		1				
Special Educational & Inclusion Intervention Service					17	2	4	5	4	1	1
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			992			279	244	141	94	200	34