

Complaints April 2021 - Mar 2022

			Performance (Time to respond)									
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Service	Directorate Total	Division Total	Service Total	1-10 wkg days	11-20 wkg days	21-40 wkg days	41+ wkg days	Open	Withdrawn	Average wkg days
Corporate Services			72			34	18	4	1	4	11	11 days
Percentage Performance						47%	25%	6%	1%	6%	15%	
	Participation, Policy & Communication			1							1	
	Digital & IT			1							1	
	Law & Governance			3		0	0	0	0	0	3	N/A
	Legal											N/A
	Business Support Services										2	
	Committee Services										1	
	Mayor's Office											
	Electoral Services			0								
	People & Inclusion (HR)			1							1	
	Finance & Procurement			2							2	
	Customer Services			64		34	18	4	1	4	3	10 days
	Benefits			7		4		1		1	1	8.5
	Council Tax & Business Rates			16		7	7	1	1	0	0	13
	Customer & Registration Services			11		4	2	1		3	1	7
	Contact Camden			0								
	Parking Operations			30		19	9	1	0	0	1	12
Supporting Communities			1055			481	243	90	53	178	10	17 days
Percentage Performance						46%	23%	9%	5%	17%	1%	
	Community Services			9		1	0	1	0	7	0	18 days
	Sports & Physical Activity			0								
	Community Partnerships			0								
	Libraries, Arts & Tourism			1		1						9
	Safer Camden Network			0								
	Community Safety & Emergency Management			8				1		7		24
	Development			6		2	3	0	0	1	0	17 days
	Community Investment & Regeneration Programme			0								
	Asset Strategy & Valuation			0								25
	Neighbourhoods			2			1			1		12
	Town Hall Project			0								
	Regeneration & Development			4		2	2					14
	Housing Management			139		34	31	17	14	42	1	25 days
	Estate Management (general)			19		2	5	3	3	6		23
	Estate Management (estate parking)			15		5	2	2	4	2		15
	Leaseholder Services			18		8	5	3		2		15
	Landlord Services			87		19	19	9	7	32	1	27
	Camden Safety Programme											
	Tenant & Leaseholder Participation			0								
	Property Management			728		388	179	62	38	61	0	12 days
	Facilities Management			3		1				2		10
	Planned Works			7		3	2	1		1		11
	Property Planning & Asset Management			1						1		N/A
	Repairs & Operations			717		384	177	61	38	57		14
	Regeneration & Planning			84		21	11	6	1	40	5	10 days
	Transport Planning & Parking Strategy			0								
	Inclusive Economy			0								
	Development Management			31		5	6	4	1	14	1	18
	HS2 Programme			0								
	Sustainability, Air Quality & Energy			0								
	Engineering & Building Control			0								
	Environment Services			35		9	3	2		17	4	13
	Green Spaces			11		5	1			5		10
	Public Protection			7		2	1			4		10
	Housing Support Services			89		35	19	4	0	27	4	24 days
	Camden Accessible Travel Solutions			1						1		
	Housing Needs			87		34	19	4		26	4	15
	Housing Commissioning & Partnerships			1		1						10
	Private Sector Housing			0								
	Temporary Accommodation			0								
	Resident Safety			0		0	0	0	0	0	0	n/a
	Resident Safety Engagement			0								
	Safer Homes											
	Safety Performance & Governance			0								
Supporting People			89			15	5	4	7	57	1	20 days
Percentage Performance						17%	6%	4%	8%	64%	1%	
	Adult Social Care			25		5	2	2	1	14	1	14 days
	Support & Safeguarding Adults			18		1	2	1		13	1	22
	Integrated Learning Disability Service (CLDS)			3		2		1				9
	Camden & Islington Trust (incl R&R, SAMH,)			0								
	Awards & Contributions Team			2					1	1		24
	Transformation & Performance			0								8
	Mental Health Social Work Service			0								
	Provider Services			2		2						8
	Children's Safeguarding & Social Work			51		9	1	2	6	33	0	32 days
	Children & Young People Disability Service (MOSAIC)			9		4			1	4		14
	Children In Need			18		2	1		2	13		25
	Looked After Children & Care Leavers			19		3		2	1	13		20
	Children's Quality Assurance			5					2	3		70
	Early Intervention & Prevention			13		1	2	0	0	10	0	12 days
	Early Years			4						4		N/A
	Family Support & Complex Families			1		1						8
	Integrated Youth Service			0								
	Special Educational & Inclusion Intervention Service			8			2			6		16
	Adult Community Learning			0								
	Education & Integrated Commissioning			0		0	0	0	0	0	0	n/a
	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			530	266	98	61	239	22	
Percentage Performance						44%	22%	8%	5%	20%	2%	