Corporate Services	Division Percentage Outco Participation, Policy Digital & IT Law & Governance People & Inclusion ( Finance & Procuren Customer Services	& Communication     Legal     Business Support Services     Committee Services     Mayor's Office     Electoral Services     HR     Denefits     Council Tax & Business Rates     Contact Canden     Parking Operations     Services     Services     Services     Services     Services     Regeneration Network     Community Partnerships     Libraries, Arts & Tourism     Safer Canden Network     Community Partnerships     Libraries, Arts & Tourism     Safer Canden Network     Community Safety &     Emergency Management     Kaset Strategy & Valuation     Neighbourhoods     Town Hall Project     Regeneration & Development     nt	Directorate Total Total T2	Division Total 1 1 3 3 1 2 64 64 64 64 64	Service Total	Not Upheld 37 51% 37 3 7 3 3 7 3 24 287% 1 1 1 1 1	Upheld 12 17% 17% 12 1 4 2 5 307 29% 1 1 1 2 1 2 1 2 9 1 1 2 1 1 4 2 1 1 4 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2	Outcome Partly Upheld 8 11% 11% 8 11% 8 1 0 2 0 254 24% 0 0 254 24% 0 0 2	Open 4 6% 4 1 0 3 0 180 17% 7 7 1	Withdrawn 11 15% 1 1 3 2 2 1 1 1 2 3 1 1 1 2 3 1 1 1 2 7 3% 0 0 0 0
Corporate Services	Percentage Outco Participation, Policy Digital & IT Law & Governance People & Inclusion ( Finance & Procuren Customer Services nities Percentage Outco Community Service Development Housing Manageme	Some S     Second Services     Second Service     Second Service		1 1 3 64 9	0 7 7 16 11 11 0 30 30 0 0 0 8 8	37 51% 37 3 7 3 7 3 24 287 27% 1 1	12 17% 17% 1 2 307 29% 1 1	8 11% 8 1 5 2 0 254 24% 0	4 6% 4 1 0 3 3 0 17% 7 7	11 15% 1 1 2 1 1 2 1 1 2 3 1 0 1 1 2 7 3% 0
Supporting Commur	Participation, Policy Digital & IT Law & Governance People & Inclusion ( Finance & Procuren Customer Services hities Percentage Outcoc Community Services Development Housing Manageme	& Communication     Legal     Business Support Services     Committee Services     Mayor's Office     Electoral Services     HR     Denefits     Council Tax & Business Rates     Contact Canden     Parking Operations     Services     Services     Services     Services     Services     Regeneration Network     Community Partnerships     Libraries, Arts & Tourism     Safer Canden Network     Community Partnerships     Libraries, Arts & Tourism     Safer Canden Network     Community Safety &     Emergency Management     Kaset Strategy & Valuation     Neighbourhoods     Town Hall Project     Regeneration & Development     nt	1055	1 3 1 2 64 9 9	7 16 11 0 30 0 0 1 0 8 8 0 0 0	37 3 7 3 24 287 27% 1 1	12 1 4 2 5 307 29% 1 1	8 1 5 2 0 254 24% 0 0	4 1 0 3 0 <b>180</b> 17% 7	1 1 3 2 1 1 1 2 3 3 1 0 1 1 27 3% 0 0
Supporting Commur	Digital & IT Law & Governance People & Inclusion ( Finance & Procuren Customer Services nities Percentage Outcoc Community Service Development Housing Manageme	Legal Business Support Services Committee Services Hayor's Office Electoral Services (HR) Benefits Council Tax & Business Rates Sorts & Physical Activity Community Partnerships Libraines, Arts & Tourism Safer Canden Network Community Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Rageneration & Development nt Estate Management (general) Estate Management (estate parking)	1055	1 3 1 2 64 9 9	7 16 11 0 30 0 0 1 0 8 8 0 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	1 3 2 1 1 2 3 1 0 1 1 27 3% 0
Supporting Commun	Law & Governance People & Inclusion ( Finance & Procuren Customer Services hities Percentage Outcoc Community Service Development Housing Manageme	Business Support Services Committee Services Mayor's Office Electoral Services HR Benefits Council Tax & Business Rates Council Tax & Business Rates Council Tax & Business Rates Council Tax & Business Rates Council Camden Parking Operations Services Contact Camden Parking Operations Sorts & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Safety & Emergency Management Emergency Management Regeneration & Development nt Estate Management (general) Estate Management (general)	1055	3	7 16 11 0 30 0 0 1 0 8 8 0 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	3 2 1 1 2 3 1 0 1 1 27 3% 0
Supporting Commun	People & Inclusion ( Finance & Procuren Customer Services hities Percentage Outco Community Service: Development	Business Support Services Committee Services Mayor's Office Electoral Services HR Benefits Council Tax & Business Rates Council Tax & Business Rates Council Tax & Business Rates Council Tax & Business Rates Council Camden Parking Operations Services Contact Camden Parking Operations Sorts & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Safety & Emergency Management Emergency Management Regeneration & Development nt Estate Management (general) Estate Management (general)	1055	1 2 64 9	7 16 11 0 30 0 0 1 0 8 8 0 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	2 1 2 3 1 0 1 1 27 3% 0
Supporting Commur	People & Inclusion ( Finance & Procuren Customer Services hities Percentage Outco Community Service Development	Business Support Services Committee Services Mayor's Office Electoral Services HR Benefits Council Tax & Business Rates Council Tax & Business Rates Council Tax & Business Rates Council Tax & Business Rates Council Camden Parking Operations Services Contact Camden Parking Operations Sorts & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Safety & Emergency Management Emergency Management Regeneration & Development nt Estate Management (general) Estate Management (general)	1055	2 64 9	7 16 11 0 30 0 0 1 0 8 8 0 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	1 1 2 3 1 0 1 1 27 3% 0
Supporting Commur	People & Inclusion ( Finance & Procuren Customer Services hities Percentage Outco Community Service Development	Committee Services Mayor's Office Electoral Services (HR) Benefits Council Tax & Business Rates Counting Tax & Business Rates Counter Canden Parking Operations Services Contract Canden Parking Operations Services Community Partnerships Libraries, Arts & Tourism Safer Canden Network Community Safety & Emergency Management Regeneration Programme Asset Strategy Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general)	1055	2 64 9	7 16 11 0 30 0 0 1 0 8 8 0 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	1 2 3 1 0 1 1 27 3% 0
Supporting Commur	People & Inclusion ( Finance & Procuren Customer Services hities Percentage Outco Community Service Development Housing Manageme	Electoral Services (HR) Benefits Council Tax & Business Rates Counting Tax & Business Rates Counter Canden Parking Operations Services Contract Canden Parking Operations Services Sorts & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Canden Network Community Safety & Emergency Management Example Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general)	1055	2 64 9	7 16 11 0 30 0 0 1 0 8 8 0 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	1 2 3 1 0 1 1 27 3% 0
Supporting Commur	Finance & Procuren Customer Services hities Percentage Outco Community Service Development	eent Benefits Council Tax & Business Rates Council Tax & Business Rates Coustomer & Registration Services Contract Canden Parking Operations Somes Somes Ebraires, Arts & Tourism Safer Canden Network Community Partnerships Libraries, Arts & Tourism Safer Canden Network Community Safety & Emergency Wanagement Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055	2 64 9	16 11 0 30 0 0 1 1 0 8 8 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	2 3 1 0 1 1 27 3% 0
Supporting Commun	Customer Services hities Percentage Outco Community Service Development Housing Manageme	Benefits Council Tax & Business Rates Council Tax & Business Rates Coustomer & Registration Services Contract Camden Parking Operations  DTMES S SOrts & Physical Activity Community Partnerships Libraries, Arts A Tourism Safer Camden Network Community Safety & Emergency Management Community Investment & Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055	64 9	16 11 0 30 0 0 1 1 0 8 8 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	3 1 0 1 1 27 3% 0
Supporting Commur	hities Percentage Outco Community Service: Development Housing Manageme	Council Tax & Business Rates Coustomer & Registration Services Contract Canden Parking Operations TIMES Sports & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Canden Network Community Safety & Emergency Management Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055	9	16 11 0 30 0 0 1 1 0 8 8 0 0	3 7 3 24 287 27% 1 1	1 4 2 5 307 29% 1 1	1 2 2 254 24% 0	1 0 3 0 180 17% 7 7	1 0 1 27 3% 0
	ities Percentage Outco Community Service: Development Housing Manageme	Council Tax & Business Rates Coustomer & Registration Services Contract Canden Parking Operations TIMES Sports & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Canden Network Community Safety & Emergency Management Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055		16 11 0 30 0 0 1 1 0 8 8 0 0	7 3 24 <b>287</b> 27% 1 1	4 2 5 307 29% 1 1	5 2 254 24% 0	0 3 180 17% 7 7	0 1 1 27 3% 0
	ities Percentage Outco Community Service: Development Housing Manageme	Customer & Registration Services Contact Camden Parking Operations Seconst & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Safety & Emergency Management Community Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055		11 0 30 0 0 1 1 0 8 0 0 0	24 287 27% 1	5 307 29% 1 1	2 0 254 24% 0	3 0 180 17% 7 7	1 27 3% 0
	Percentage Outco Community Service Development Housing Manageme	Contact Camden Parking Operations THES Sorts & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Sately & Emergency Management Community Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055		30 0 0 1 0 8 0 0	287 27% 1	307 29% 1	254 24% 0	180 17% 7 7	27 3% 0
          	Percentage Outco Community Service Development Housing Manageme	Sports & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Canden Network Community Safety & Emergency Management Community Investment & Regeneration Programme Asset Strategy & Aulaution Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)	1055		0 0 1 0 8 0	287 27% 1	307 29% 1	254 24% 0	180 17% 7 7	27 3% 0
          	Percentage Outco Community Service Development Housing Manageme	s Sordts & Physical Activity Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Safety & Emergency Wanagement & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)			0 1 0 8 0 0	1	1	0	7	0
] ]	Development Housing Manageme	Sports & Physical Activy Community Partnerships Libraries, Arts & Tourism Safer Camden Network Community Safety & Emergency Management Community Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)			0 1 0 8 0 0	1	1		7	
I	Housing Manageme	Communky Partnersnys Libraries, Arts Tourism Safer Camden Network Communky Safety & Emergency Management Communky Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)		6	1 0 8 0 0	1 1		2		0
I	Housing Manageme	Safer Camden Network Community Safety & Emergency Management Community Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)		6	0 8 0 0	1		2		0
I	Housing Manageme	Emergency Management Community Investment & Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)		6	0	1		2		0
I	Housing Manageme	Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)		6	0	1	2	2	1	0
		Regeneration Programme Asset Strategy & Valuation Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)			0					
		Neighbourhoods Town Hall Project Regeneration & Development nt Estate Management (general) Estate Management (estate parking)								
		Regeneration & Development nt Estate Management (general) Estate Management (estate parking)					1		1	
		nt Estate Management (general) Estate Management (estate parking)			0					
		Estate Management (general) Estate Management (estate parking)		120	4	1	1	2 20	42	2
į		Estate Management (estate parking)		139	19	<b>60</b>	14 2	<b>20</b> 5	<b>43</b> 6	2
jı		parking)								
		Leaseholder Services			15 18	7	2	4	2	1
(		Landlord Services			87	39	7	8	32	1
		Camden Safety Programme Tenant & Leaseholder			0					
		Participation		728	0	183	264	204	61	16
	reporty manageme	Facilities Management			3	1	1		2	1
		Planned Works Property Planning & Asset			1	1	2	2	1	1
		Management Repairs & Operations			717	182	261	202	57	15
l	Regeneration & Plar	nning		84		17	12	9	41	5
		Transport Planning & Parking Strategy			0					
		Inclusive Economy Development Management			0 31	7	6	3	14	1
		HS2 Programme			0					
		Sustainability, Air Quality & Energy			0					
		Engineering & Building Control Environment Services			0 35	7	4	3	17	4
		Green Spaces Public Protection			11 7	2	1	3	5 5	
I	Housing Support Se	ervices		89	<i>.</i>	25	14	19	27	4
		Camden Accessible Travel Solutions			1				1	
		Housing Needs Housing Commissioning &			87	24	14	19	26	4
		Partnerships			1	1				
		Private Sector Housing Temporary Accommodation			0					
	Resident Safety	Resident Safety Engagement		0	0	0	0	0	0	0
		Safer Homes Safety Performance &			-					
		Safety Performance & Governance			0					
Supporting People	Demonstration		89			27	3	4	54	1
	Percentage Outco Adult Social Care	omes		25		30% 8	3% 1	4% 1	61% 14	1% 1
		Support & Safeguarding Adults			18	3	1		13	1
		Integrated Learning Disability			3	2		1		
		Service (CLDS) Camden & Islington Trust (incl			0					
		R&R, SAMH,)								
		Awards & Contributions Team			2	1			1	
		Transformation & Performance Mental Health Social Work			0					
		Service			0					
	Children's Safeguar	Provider Services ding & Social Work		51	2	2 13	2	3	33	0
		Children & Young People Disability Service (MOSAIC)			9	4	1		4	
		Children In Need			18	4	1		13	
		Looked After Children & Care Leavers			19	4		2	13	
1	Early Intervention &	Children's Quality Assurance Prevention		13	5	1 6	0	1 0	3 7	0
	,	Early Years Family Support & Complex			4				4	
		Families			1	1				
		Integrated Youth Service Special Educational &			0	F			3	
		Inclusion Intervention Service Adult Community Learning			8	5			3	
	Education & Integra	ted Commissioning		0	0	0	0	0	0	0
		Resources Mental Health & Learning			0					
		Disabilities Integrated Commissioning			0					
		Adults Commissioning			0					
		Children's Integrated Commissioning Education, Commissioning &			0					
		Education, Commissioning & School Organisation			0					
Whole Council T	otal		1216			351	322	266	238	39
				Percentage	Outcome	29%	26%	22%	20%	3%