

Complaints completed on time by month\* From: 1 April 2010

To: 31 January 2011

**STAGE 1 COMPLAINTS target 93% within 10 days**

	Adults		Chief		Childr		Corpo		Urban		total	
	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time
Apr	29	100	4	75	3	33	106	85	41	93	183	88
May	23	91	2	50	5	60	93	88	43	93	166	89
Jun	26	96	1	100	7	86	89	91	29	97	152	93
Jul	27	100	3	33	10	100	89	98	52	94	181	96
Aug	23	100	2	0	9	78	76	91	47	98	157	92
Sep	20	100	3	100	10	70	71	92	39	90	143	91
Oct	46	98	2	100	8	88	51	86	43	86	150	90
Nov	24	100	6	50	7	71	62	97	55	73	154	86
Dec	9	78	3	100	4	75	55	95	30	83	101	89
Jan	11	73	0	-	6	33	47	91	25	88	89	84
<b>YTD Total</b>	<b>238</b>	<b>96</b>	<b>26</b>	<b>65</b>	<b>69</b>	<b>74</b>	<b>739</b>	<b>91</b>	<b>404</b>	<b>89</b>	<b>1,476</b>	<b>90</b>

**STAGE 2 COMPLAINTS target 90% within 25 days**

	Adult		Chief		Child		Corpo		Urba		total	
	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time
Apr	0	-	1	100	0	-	2	100	3	67	6	83
May	0	-	0	-	0	-	5	100	8	88	13	92
Jun	0	-	0	-	0	-	9	67	7	100	16	81
Jul	0	-	0	-	1	100	5	100	6	100	12	100
Aug	0	-	0	-	0	-	5	100	7	100	12	100
Sep	0	-	0	-	0	-	10	90	8	75	18	83
Oct	2	100	0	-	0	-	3	67	9	56	14	64
Nov	1	0	1	0	3	100	5	100	10	50	20	65
Dec	2	100	0	-	0	-	4	100	8	63	14	79
Jan	0	-	0	-	0	-	4	100	6	50	10	70
<b>YTD Total</b>	<b>5</b>	<b>80</b>	<b>2</b>	<b>50</b>	<b>4</b>	<b>100</b>	<b>52</b>	<b>90</b>	<b>72</b>	<b>74</b>	<b>135</b>	<b>81</b>

**STAGE 3 COMPLAINTS target 95% within 20 days**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	YTD total
Number	6	3	6	5	10	3	7	7	6	2	<b>55</b>
% on time	83	100	100	100	100	100	86	100	100	100	96

\*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Complaints completed on time by month\* From: 1 April 2010 To: 31 January 2011

Stage 1 By Directorate and Business Unit

**Adults, Culture & Community Services**

Stage 1	Adult Services			Adult Services & Commissioning			Culture, Libraries & Learning			Recreation			Safeguarding and Strategic Services			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	1	1	100 %	7	7	100 %	3	3	100 %	18	18	100 %	0	0	-	29	100 %
May	0	0	-	3	2	67 %	3	3	100 %	17	16	94 %	0	0	-	23	91 %
Jun	0	0	-	1	1	100 %	6	5	83 %	19	19	100 %	0	0	-	26	96 %
Jul	0	0	-	0	0	-	6	6	100 %	21	21	100 %	0	0	-	27	100 %
Aug	0	0	-	1	1	100 %	8	8	100 %	14	14	100 %	0	0	-	23	100 %
Sep	0	0	-	0	0	-	4	4	100 %	16	16	100 %	0	0	-	20	100 %
Oct	0	0	-	7	7	100 %	2	2	100 %	36	35	97 %	1	1	100 %	46	98 %
Nov	0	0	-	2	2	100 %	5	5	100 %	16	16	100 %	1	1	100 %	24	100 %
Dec	0	0	-	1	1	100 %	1	1	100 %	7	5	71 %	0	0	-	9	78 %
Jan	0	0	-	0	0	-	2	2	100 %	9	6	67 %	0	0	-	11	73 %
<b>YTD total</b>	<b>1</b>	<b>1</b>	<b>100 %</b>	<b>22</b>	<b>21</b>	<b>95 %</b>	<b>40</b>	<b>39</b>	<b>98 %</b>	<b>173</b>	<b>166</b>	<b>96 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>238</b>	<b>96 %</b>

\*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

## Chief Executive's Service

Stage 1	Electoral Services			People & Organisational Development			Policy, Partnerships, Performance & Communication			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	1	1	100 %	0	0	-	3	2	67 %	4	75 %
May	1	0	0 %	0	0	-	1	1	100 %	2	50 %
Jun	0	0	-	1	1	100 %	0	0	-	1	100 %
Jul	0	0	-	0	0	-	3	1	33 %	3	33 %
Aug	0	0	-	0	0	-	2	0	0 %	2	0 %
Sep	1	1	100 %	0	0	-	2	2	100 %	3	100 %
Oct	0	0	-	0	0	-	2	2	100 %	2	100 %
Nov	2	0	0 %	1	1	100 %	3	2	67 %	6	50 %
Dec	1	1	100 %	0	0	-	2	2	100 %	3	100 %
<b>YTD total</b>	<b>6</b>	<b>3</b>	<b>50 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>18</b>	<b>12</b>	<b>67 %</b>	<b>26</b>	<b>65 %</b>

## Children and Young People's Service

Stage 1	Business Support & Development			Change for Children Programme			Children & Families			Children's Networks			School Standards & Inclusion			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	0	0	-	0	0	-	3	1	33 %	0	0	-	0	0	-	3	33 %
May	3	2	67 %	0	0	-	2	1	50 %	0	0	-	0	0	-	5	60 %
Jun	2	2	100 %	1	1	100 %	4	3	75 %	0	0	-	0	0	-	7	86 %
Jul	3	3	100 %	2	2	100 %	5	5	100 %	0	0	-	0	0	-	10	100 %
Aug	3	2	67 %	2	2	100 %	4	3	75 %	0	0	-	0	0	-	9	78 %
Sep	4	3	75 %	1	0	0 %	4	3	75 %	0	0	-	1	1	100 %	10	70 %
Oct	4	4	100 %	1	1	100 %	2	1	50 %	0	0	-	1	1	100 %	8	88 %
Nov	2	2	100 %	0	0	-	5	3	60 %	0	0	-	0	0	-	7	71 %
Dec	1	1	100 %	0	0	-	2	1	50 %	1	1	100 %	0	0	-	4	75 %
Jan	0	0	-	0	0	-	5	1	20 %	1	1	100 %	0	0	-	6	33 %
<b>YTD total</b>	<b>22</b>	<b>19</b>	<b>86 %</b>	<b>7</b>	<b>6</b>	<b>86 %</b>	<b>36</b>	<b>22</b>	<b>61 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>69</b>	<b>74 %</b>

## Corporate Resources

Stage 1	Access (Customer Services & IT)			Benefits & Local Taxation			Corporate Finance & Audit and Risk Management			Legal			Property Services			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	19	14	74 %	84	74	88 %	0	0	-	1	0	0 %	2	2	100 %	106	85 %
May	11	8	73 %	78	71	91 %	2	2	100 %	1	0	0 %	1	1	100 %	93	88 %
Jun	7	4	57 %	75	70	93 %	0	0	-	1	1	100 %	6	6	100 %	89	91 %
Jul	5	4	80 %	78	77	99 %	4	4	100 %	1	1	100 %	1	1	100 %	89	98 %
Aug	5	5	100 %	65	59	91 %	3	3	100 %	1	0	0 %	2	2	100 %	76	91 %
Sep	5	4	80 %	62	57	92 %	2	2	100 %	1	1	100 %	1	1	100 %	71	92 %
Oct	5	4	80 %	41	36	88 %	3	2	67 %	1	1	100 %	1	1	100 %	51	86 %
Nov	5	5	100 %	52	52	100 %	3	2	67 %	1	0	0 %	1	1	100 %	62	97 %
Dec	11	10	91 %	41	39	95 %	0	0	-	1	1	100 %	2	2	100 %	55	95 %
Jan	7	5	71 %	38	36	95 %	0	0	-	0	0	-	2	2	100 %	47	91 %
<b>YTD total</b>	<b>80</b>	<b>63</b>	<b>79 %</b>	<b>614</b>	<b>571</b>	<b>93 %</b>	<b>17</b>	<b>15</b>	<b>88 %</b>	<b>9</b>	<b>5</b>	<b>56 %</b>	<b>19</b>	<b>19</b>	<b>100 %</b>	<b>739</b>	<b>91 %</b>

## Urban Environment

Stage 1	Business Improvement			Economic Regeneration			Frontline Services			Housing Services			Planning Policy & Development			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	0	0	-	0	0	-	33	31	94 %	8	7	88 %	0	0	-	41	93 %
May	0	0	-	0	0	-	31	30	97 %	11	9	82 %	1	1	100 %	43	93 %
Jun	0	0	-	1	1	100 %	23	22	96 %	5	5	100 %	0	0	-	29	97 %
Jul	0	0	-	1	1	100 %	38	37	97 %	11	10	91 %	2	1	50 %	52	94 %
Aug	0	0	-	0	0	-	39	39	100 %	8	7	88 %	0	0	-	47	98 %
Sep	0	0	-	0	0	-	24	24	100 %	15	11	73 %	0	0	-	39	90 %
Oct	0	0	-	0	0	-	29	25	86 %	14	12	86 %	0	0	-	43	86 %
Nov	2	0	0 %	0	0	-	35	27	77 %	15	12	80 %	3	1	33 %	55	73 %
Dec	0	0	-	0	0	-	19	15	79 %	10	9	90 %	1	1	100 %	30	83 %
Jan	0	0	-	0	0	-	19	18	95 %	5	4	80 %	1	0	0 %	25	88 %
<b>YTD total</b>	<b>2</b>	<b>0</b>	<b>0 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>290</b>	<b>268</b>	<b>92 %</b>	<b>102</b>	<b>86</b>	<b>84 %</b>	<b>8</b>	<b>4</b>	<b>50 %</b>	<b>404</b>	<b>89 %</b>

Complaints completed on time by month\* From: 1 April 2010 To: 31 January 2011

Stage 2 By Directorate and Business Unit

**Adults, Culture & Community Services**

Stage 2	Adult Services & Commissioning			Recreation			Safeguarding and Strategic Services			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Oct	1	1	100 %	1	1	100 %	0	0	-	2	100 %
Nov	0	0	-	1	0	0 %	0	0	-	1	0 %
Dec	0	0	-	1	1	100 %	1	1	100 %	2	100 %
<b>YTD total</b>	<b>1</b>	<b>1</b>	<b>100 %</b>	<b>3</b>	<b>2</b>	<b>67 %</b>	<b>1</b>	<b>1</b>	<b>100 %</b>	<b>5</b>	<b>80 %</b>

**Chief Executive's Service**

Stage 2	Electoral Services			Policy, Partnerships, Performance & Communication			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	0	0	-	1	1	100 %	1	100 %
Nov	1	0	0 %	0	0	-	1	0 %
<b>YTD total</b>	<b>1</b>	<b>0</b>	<b>0 %</b>	<b>1</b>	<b>1</b>	<b>100 %</b>	<b>2</b>	<b>50 %</b>

## Children and Young People's Service

Stage 2	Business Support & Development			Children & Families			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Jul	0	0	-	1	1	100 %	1	100 %
Nov	2	2	100 %	1	1	100 %	3	100 %
<b>YTD total</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>4</b>	<b>100 %</b>



## Corporate Resources

Stage 2	Access (Customer Services & IT)			Benefits & Local Taxation			Corporate Finance & Audit and Risk Management			Legal			Property Services			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	0	0	-	2	2	100 %	0	0	-	0	0	-	0	0	-	2	100 %
May	0	0	-	5	5	100 %	0	0	-	0	0	-	0	0	-	5	100 %
Jun	2	2	100 %	7	4	57 %	0	0	-	0	0	-	0	0	-	9	67 %
Jul	0	0	-	3	3	100 %	0	0	-	1	1	100 %	1	1	100 %	5	100 %
Aug	2	2	100 %	2	2	100 %	0	0	-	1	1	100 %	0	0	-	5	100 %
Sep	1	1	100 %	8	7	88 %	1	1	100 %	0	0	-	0	0	-	10	90 %
Oct	0	0	-	1	0	0 %	1	1	100 %	1	1	100 %	0	0	-	3	67 %
Nov	0	0	-	4	4	100 %	1	1	100 %	0	0	-	0	0	-	5	100 %
Dec	2	2	100 %	0	0	-	1	1	100 %	0	0	-	1	1	100 %	4	100 %
Jan	0	0	-	4	4	100 %	0	0	-	0	0	-	0	0	-	4	100 %
<b>YTD total</b>	<b>7</b>	<b>7</b>	<b>100 %</b>	<b>36</b>	<b>31</b>	<b>86 %</b>	<b>4</b>	<b>4</b>	<b>100 %</b>	<b>3</b>	<b>3</b>	<b>100 %</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>52</b>	<b>90 %</b>

## Urban Environment

Stage 2	Frontline Services			Housing Services			Planning Policy & Development			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	2	1	50 %	0	0	-	1	1	100 %	3	67 %
May	3	3	100 %	5	4	80 %	0	0	-	8	88 %
Jun	5	5	100 %	2	2	100 %	0	0	-	7	100 %
Jul	5	5	100 %	1	1	100 %	0	0	-	6	100 %
Aug	3	3	100 %	2	2	100 %	2	2	100 %	7	100 %
Sep	7	5	71 %	1	1	100 %	0	0	-	8	75 %
Oct	4	2	50 %	4	2	50 %	1	1	100 %	9	56 %
Nov	5	4	80 %	5	1	20 %	0	0	-	10	50 %
Dec	5	2	40 %	3	3	100 %	0	0	-	8	63 %
Jan	4	2	50 %	2	1	50 %	0	0	-	6	50 %
<b>YTD total</b>	<b>43</b>	<b>32</b>	<b>74 %</b>	<b>25</b>	<b>17</b>	<b>68 %</b>	<b>4</b>	<b>4</b>	<b>100 %</b>	<b>72</b>	<b>74 %</b>

## Homes for Haringey

Stage 1	Chief Executive's Team			Housing Management			Property Services			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	1	1	100 %	20	17	85 %	85	68	80 %	106	81 %
May	1	1	100 %	18	16	89 %	83	81	98 %	102	96 %
Jun	0	0	-	25	24	96 %	79	75	95 %	104	95 %
Jul	0	0	-	26	21	81 %	68	67	99 %	94	94 %
Aug	0	0	-	24	18	75 %	62	58	94 %	86	88 %
Sep	0	0	-	18	16	89 %	74	69	93 %	92	92 %
Oct	0	0	-	18	15	83 %	73	68	93 %	91	91 %
Nov	0	0	-	21	19	90 %	77	63	82 %	98	84 %
Dec	0	0	-	17	15	88 %	78	72	92 %	95	92 %
Jan	0	0	-	11	10	91 %	94	90	96 %	105	95 %
<b>YTD Total</b>	<b>2</b>	<b>2</b>	<b>100 %</b>	<b>198</b>	<b>171</b>	<b>86 %</b>	<b>773</b>	<b>711</b>	<b>92 %</b>	<b>973</b>	<b>91 %</b>

Stage 2	Housing Management			Property Services			Repairs			Resources			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	3	3	100 %	7	5	71 %	12	8	67 %	0	0	-	22	73 %
May	0	0	-	5	4	80 %	1	1	100 %	1	0	0 %	7	71 %
Jun	3	2	67 %	9	6	67 %	0	0	-	0	0	-	12	67 %
Jul	4	3	75 %	14	13	93 %	0	0	-	0	0	-	18	89 %
Aug	4	4	100 %	11	9	82 %	0	0	-	0	0	-	15	87 %
Sep	8	8	100 %	14	11	79 %	0	0	-	0	0	-	22	86 %
Oct	7	5	71 %	6	5	83 %	0	0	-	0	0	-	13	77 %
Nov	1	1	100 %	10	9	90 %	0	0	-	0	0	-	11	91 %
Dec	4	4	100 %	11	9	82 %	0	0	-	0	0	-	15	87 %
Jan	2	2	100 %	14	11	79 %	1	1	100 %	0	0	-	17	82 %
<b>YTD Total</b>	<b>36</b>	<b>32</b>	<b>89 %</b>	<b>101</b>	<b>82</b>	<b>81 %</b>	<b>14</b>	<b>10</b>	<b>71 %</b>	<b>1</b>	<b>0</b>	<b>0 %</b>	<b>152</b>	<b>82 %</b>

HfH Stage 2 (20 response time)	Housing Management			total	
	No of cases	No on time	%on time	No of cases	%on time
May	1	1	100 %	1	100 %
<b>YTD Total</b>	<b>1</b>	<b>1</b>	<b>100 %</b>	<b>1</b>	<b>100 %</b>

**Children's Act & NHS complaints completed on time by month From: 1 April 2010**

**To: 31 January 2011**

Stage 1	Adult Services & Commissioning		Children & Families		Safeguarding and Strategic Services	
	No of cases	%on time	No of cases	%on time	No of cases	%on time
<b>Apr</b>	4	100 %	7	86 %	0	-
<b>May</b>	6	100 %	4	75 %	0	-
<b>Jun</b>	10	100 %	5	80 %	0	-
<b>Jul</b>	9	100 %	7	71 %	0	-
<b>Aug</b>	8	100 %	7	100 %	2	100 %
<b>Sep</b>	7	100 %	5	80 %	0	-
<b>Oct</b>	12	100 %	7	71 %	0	-
<b>Nov</b>	5	100 %	7	71 %	1	100 %
<b>Dec</b>	11	100 %	7	57 %	1	100 %
<b>Jan</b>	7	100 %	6	33 %	0	-
<b>YTD total</b>	<b>79</b>	<b>100 %</b>	<b>62</b>	<b>73 %</b>	<b>4</b>	<b>100 %</b>

Stage 2	Children & Families	
	No of cases	%on time
Nov	2	0 %
<b>YTD total</b>	<b>2</b>	<b>0 %</b>

Stage 2  
extended  
deadline

**YTD total**

Stage 1 extended deadline	Children & Families	
	No of cases	%on time
May	1	0 %
Jun	1	100 %
Aug	1	100 %
Dec	1	100 %
<b>YTD total</b>	<b>4</b>	<b>75 %</b>