

## Appendix One

Table i – Closed Stage 1 Complaints by Service Area

Directorate/Service Area	2022/23	2023/24	Change
<b>Skylight and Customer Service</b>	<b>51</b>	<b>34</b>	<b>-17</b>
Housing Options, Homelessness and Allocations	19	14	-5
Carecall & Concierge	22	12	-10
Customer Access	2	5	+3
Customer Engagement and Inclusion	1	2	+1
Independent Living Services	7	1	-6
<b>Operations</b>	<b>302</b>	<b>241</b>	<b>-61</b>
Safer Neighbourhoods (formerly Anti-social Behaviour Team)	25	18	-7
Assets & Development	13	22	+9
Caretaking	12	4	-8
Compliance (formerly Customer Safety Team)	18	16	-2
Greenspace	2	5	+3
Investment	25	27	+2
Maintenance and Commercial Services (Three Sixty Maintenance)	167	111	-56
Tenancy and Estate Services	39	35	-4
Three Sixty Living	1	3	+2
<b>Resources</b>	<b>7</b>	<b>7</b>	<b>-0</b>
Customer Finance	7	7	0
<b>TOTAL</b>	<b>360</b>	<b>282</b>	<b>-78</b>

Table ii – MP and Councillor Enquiries Closed (in Q4) by Service Area

Directorate/Service Area	Q4 2023/24
<b>Skylight and Customer Service</b>	<b>26</b>
Housing Options, Homelessness and Allocations	24
Carecall & Concierge	1

TPA	1
<b>Operations</b>	<b>44</b>
Anti-social Behaviour Team	10
Assets & Development	5
Caretaking	0
Customer Safety Team	2
Greenspace	0
Investment	0
Maintenance and Commercial Services (Three Sixty Maintenance)	15
Tenancy and Estate Services	12
Three Sixty Living	0
Other	0
<b>TOTAL</b>	<b>71</b>
<b>Year to Date Total</b>	<b>483</b>

Table iii – Service Request closed in Q4 by Service Area

<b>Directorate/Service Area</b>	<b>Q4 2023/24</b>
Skylight and Customer Service	10
Homelessness and Housing Options	6
Carecall and Concierge	2
Customer Engagement and Inclusion	1
TPA	1
<b>Operations</b>	<b>90</b>
<b>Safer Neighbourhoods</b>	<b>3</b>
Assets and Development	13
Caretaking	5
Compliance	3
Greenspace	2
Investment	2
Maintenance and Commercial Services	54
Tenancy and Estate Services	8
<b>TOTAL</b>	<b>100</b>
<b>Total 21/06/23-31/12/23</b>	<b>252</b>