

## APPENDIX A

Division	Stage 1	Stage 2	Stage 3	Total
<b>Children Services and Learning</b>				
CYP Strategic Commissioning Education inc	0	0	0	0
Commissioning, Policy & Performance	1	0	0	1
Education Support Services	27	0	0	27
Prevention and Inclusion Services	5	0	0	5
School Improvement	2	0	0	2
Safeguarding Children	35	0	0	35
<b>Summary of Children Services</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>70</b>
<b>Corporate Services</b>				
Finance & IT				
Council Tax & Business Rates	61	28	3	92
Housing & Council Tax Benefit	36	7	3	46
Property & Procurement				
Asset	1	0	0	1
Civic Buildings	2	0	0	2
Customer Services	58	3	0	61
Procurement	1	0	0	1
<b>Summary of Corporate Services</b>	<b>159</b>	<b>38</b>	<b>6</b>	<b>203</b>
<b>Economic Development</b>				
City Development	1	0	0	1
Leisure & Culture	1	0	0	1
Libraries	1	0	0	1
Planning, Transport & Sustainability	19	5	6	30
Skills Economy & Housing Renewal	24	6	8	38
<b>Summary of Economic Development</b>	<b>46</b>	<b>11</b>	<b>14</b>	<b>71</b>
<b>Environment</b>				
Housing Services	244	19	5	268
Regulatory Services	43	7	4	54
Street Scene & Community Safety	24	2	4	30
Waste & Fleet Transport	177	28	13	218
<b>Summary of Environment</b>	<b>488</b>	<b>28</b>	<b>26</b>	<b>529</b>
<b>Health &amp; Adult Social Care</b>				
Provider Services	25	0	0	25
Safeguarding Adults	13	0	0	38
<b>Summary of Health &amp; Adult Social Care</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>38</b>
<b>Summary of Corporate complaints</b>	<b>883</b>	<b>77</b>	<b>46</b>	<b>968</b>

Sourced from LAGAN via CorBusiness

## Social Care Complaints

<b>Children's Services</b>				
Safeguarding Social Care	179			
Infrastructure	2			
Schools	32			
<b>Total</b>	<b>213</b>			
Health & Adult Social Care				
Financial Services	27			
Provider Services	28			
Safeguarding	94			
<b>Total</b>	<b>149</b>			
<b>Summary of Social Care Complaints</b>	<b>362</b>			
<b>Grand Total</b>	<b>1245</b>	<b>77</b>	<b>46</b>	<b>968</b>