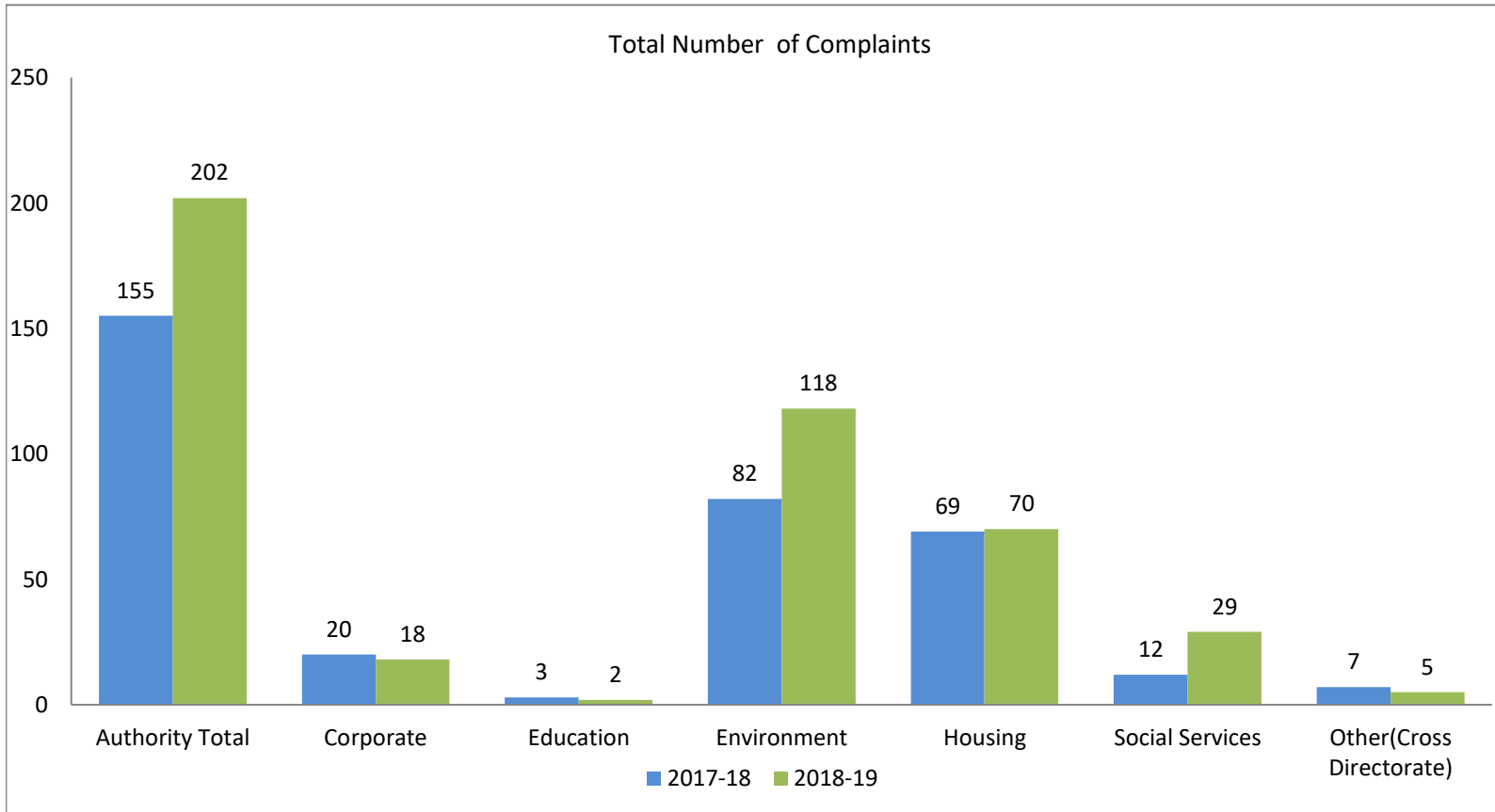


Appendix 1A

Service Area	Authority Total	Corporate	Education	Environment	Housing	Social Services	Other(Cross Directorate)
2017-18	155	20	3	82	69	12	7
2018-19	202	18	2	118	70	29	5



*The figures include the number of Escalated complaints as referred to in para 5.93 of the report