



Complaints and enquiries ward data

2024-25

September 2025

Complaints and enquiries by ward

Number of case records: 9,714

Of these:

- Number of records where postcodes are in Lewisham: 7559
- Number of records where postcode is missing: 1260
- Number of records where postcode is incomplete: 65
- Number of records where postcode is outside Lewisham: 830

Summary tables

Note: in this analysis, all cases where the Case Type is “Complaint” are considered complaints, and all other cases are considered enquiries.

By number of cases:

Ward	Complaints	Enquiries	Total
Brockley	220	714	934
Ladywell	113	561	674
Rushey Green	171	350	521
Deptford	357	319	676
Evelyn	316	319	635
Sydenham	248	246	494
Telegraph Hill	322	241	563
Crofton Park	127	170	297
Perry Vale	196	166	362
Blackheath	263	182	445
Hither Green	144	150	294
Forest Hill	137	150	287
New Cross Gate	152	115	267
Catford South	89	102	191
Downham	87	111	198
Lee Green	143	92	235
Bellingham	106	116	222
Grove Park	70	58	128
Lewisham Central	86	50	136

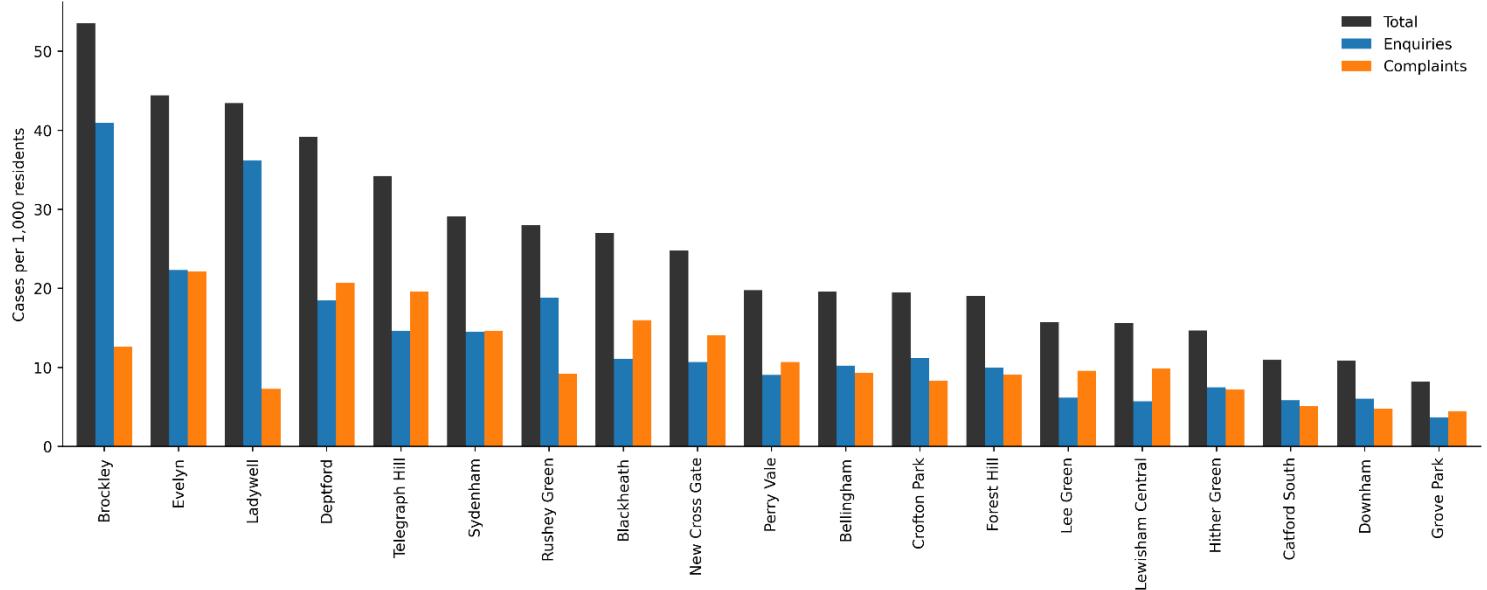
Number of cases per 1,000 residents:

Ward	Complaints	Enquiries	Total
Brockley	12.61	40.94	53.55
Ladywell	7.28	36.17	43.45
Rushey Green	9.2	18.83	28.03
Deptford	20.68	18.47	39.15
Evelyn	22.11	22.32	44.43
Sydenham	14.62	14.5	29.12
Telegraph Hill	19.57	14.65	34.21
Crofton Park	8.34	11.17	19.51
Perry Vale	10.7	9.06	19.76
Blackheath	15.99	11.07	27.06
Hither Green	7.19	7.49	14.69
Forest Hill	9.09	9.95	19.03
New Cross Gate	14.11	10.68	24.79
Catford South	5.1	5.85	10.95
Downham	4.76	6.07	10.84
Lee Green	9.59	6.17	15.76
Bellingham	9.35	10.23	19.59
Grove Park	4.48	3.71	8.19
Lewisham Central	9.88	5.74	15.62

Analysis

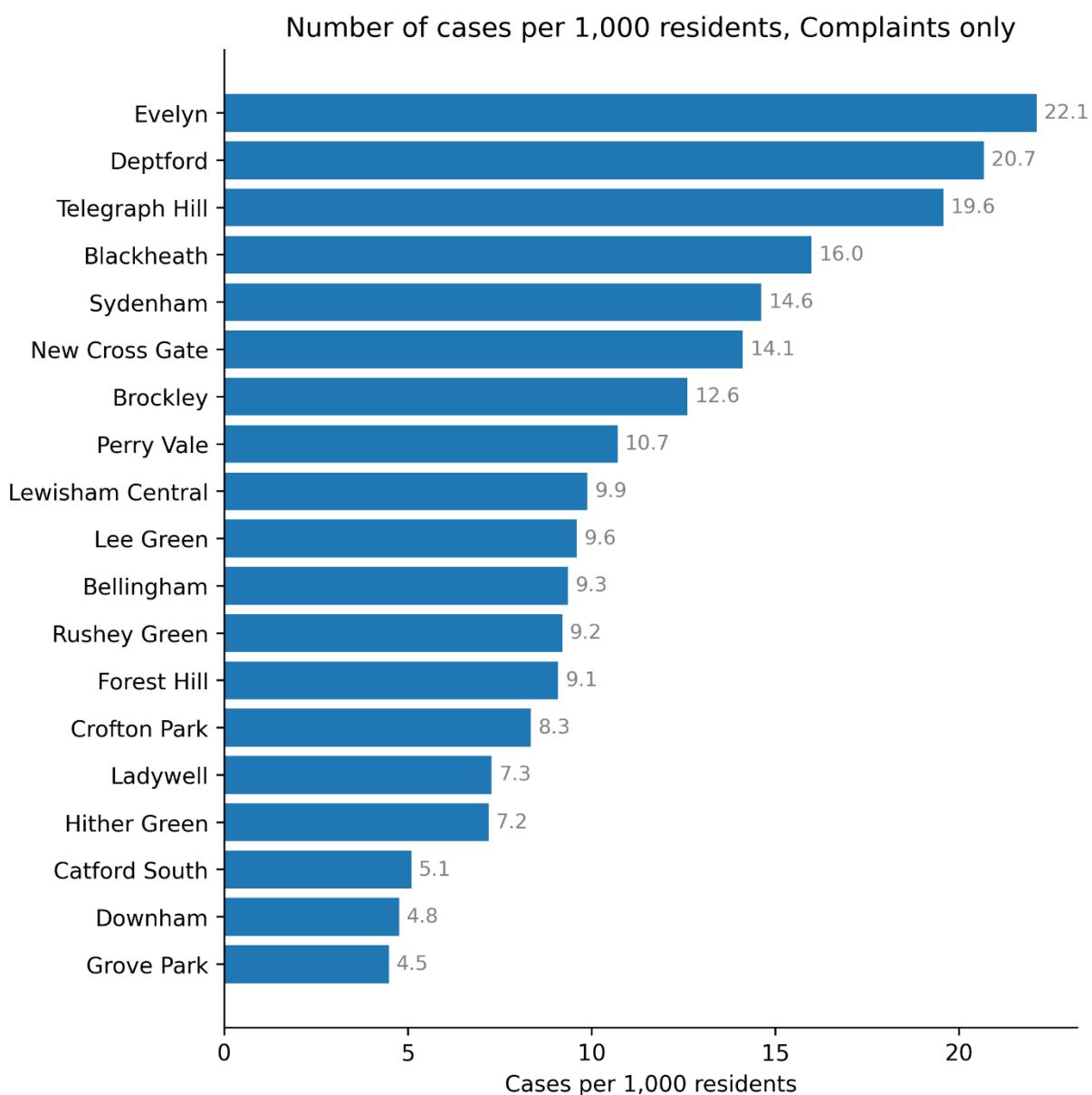
1. The below information is based on available ONS mid-2022 ward-level population estimates ([Ward-level population estimates \(official statistics in development\) - Office for National Statistics](#)).
2. In 2024/2025, 9714 complaints and enquiries were recorded (compared with 6965 in 2023/24 and 1563 in 2022/23) and ward information was available for 7559 of these (compared with 5473 in 2023/24 and 844 in 2022/23). 1260 records did not have a postcode and 65 had incomplete postcodes.
3. The remaining 830 complaints and enquiries were made by residents outside of Lewisham. The majority of records with no postcode information recorded were enquiries (993 of 5686, 17.5% of enquiries) rather than complaints (267 of 4028, 6.6% of complaints).

Complaints and enquiries per 1,000 by ward received in 2024/25

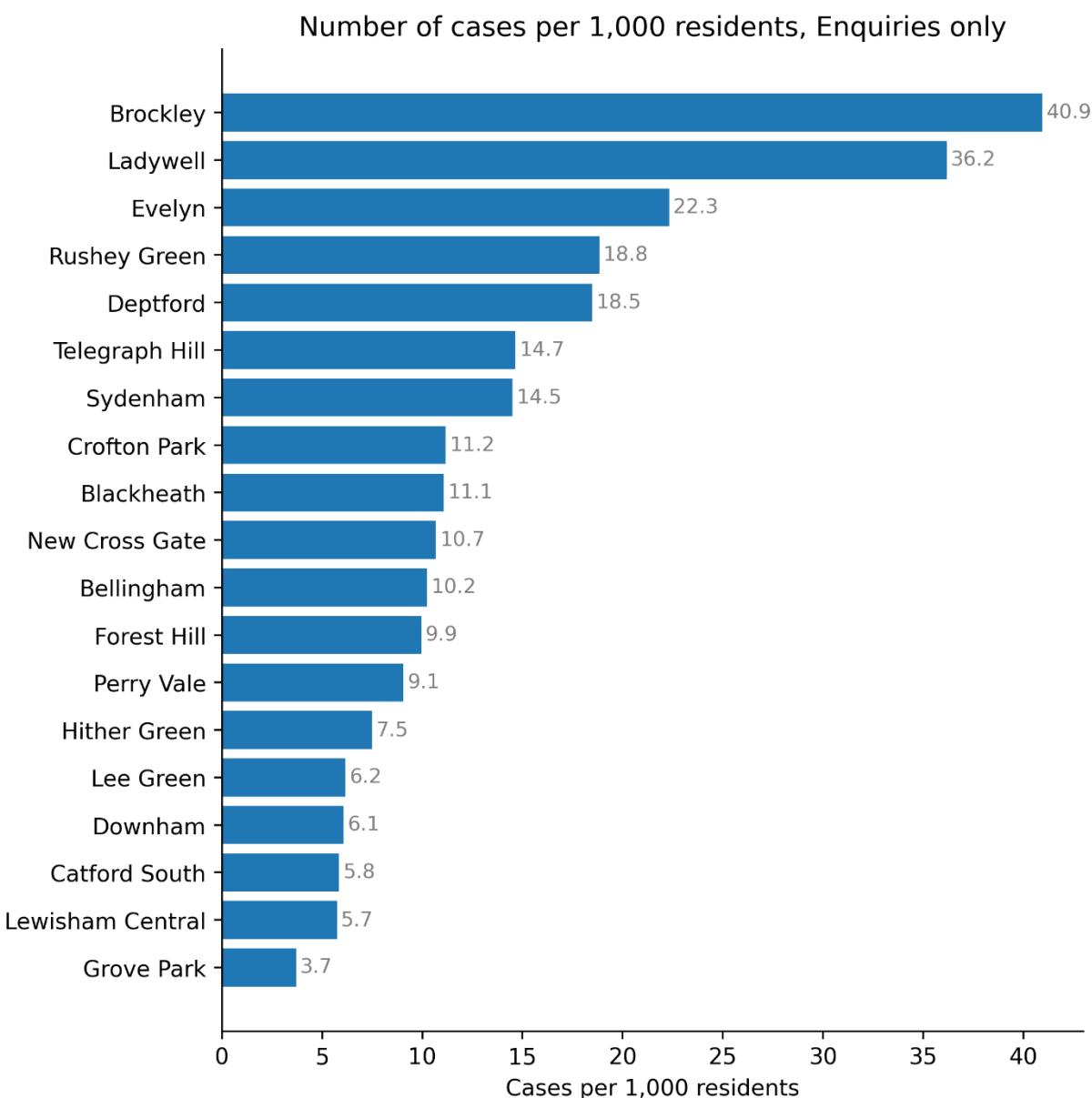


4. In 2024/25 the highest number of complaints received per 1000 residents were from residents in Evelyn (22.1 per thousand). By comparison, in 2023/24 the highest number of complaints per thousand residents were from residents in Evelyn (11.29 per thousand) and in 2022/23 from residents in Rushey Green (1.6 per thousand).

5. In 2024/2025, the lowest number of complaints per thousand residents were from residents in Grove Park (4.5 per thousand). In 2023/24 the lowest number of complaints received were from residents in Grove Park (3.24 per thousand) and in 2022/23 from Grove Park (0.2 per thousand). In 2024/25 there were an average of 11.3 complaints per thousand compared to 7.1 per thousand in 2023/24 and 0.6 per thousand in 2022/23.



6. The highest number of enquiries received per 1000 residents were from residents in Brockley (40.9 enquiries per 1000 residents) compared to 2023/24 where the largest number of enquiries were in Brockley (44.5 enquiries per 1000 residents) and in 2022/23 in Rushey Green (9.3 enquiries per 1000).
7. In 2024/25, the lowest number of enquiries per 1000 residents was from Grove Park (3.7 residents per 1000), in 2023/24 from Grove Park (3.1 residents per 1000) and in 2022/23 from Evelyn (0.7 enquiries per 1000 residents). The average number of enquiries per 1000 residents in each ward was 13.8 in 2024/25 (compared with 10.8 in 2023/24 and 2.2 in 2022/23).



8. Of the 243 complaints made by residents of Evelyn in 2024/25, Housing Responsive Repairs was the most complained about service (170 complaints), followed by Council Tax (51 complaints) and Housing Heating (22 complaints). In the Ward with the second most complaints per 1000 residents (263 complaints), Deptford, the most complained about service was Housing Responsive Repairs (192 complaints) followed by Council Tax (39 complaints and then by Housing Heating (32 complaints).

9. In Brockley, the ward with the most enquiries per 1000 residents in 2024/25, 577 of 630 enquiries related to Regenter B3. The second most common service to be subject to an enquiry from a resident was Housing Responsive Repairs (30 of 630). In Ladywell, the ward with the second most enquiries per 1,000 residents, the majority related to “Regenter B3” (458 of 500 enquiries) followed by Homelessness Prevention & Assessment (34 enquiries).
10. Finally, residents in Grove Park made the fewest complaints in 2024/25 (4.5 per 1,000) and the largest proportion of these related to Council Tax (37 of 52 complaints) followed by Housing Benefit (8 complaints) and Supply & Resettlement- TA and Procurement of Properties (7 complaints).

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for and on behalf of the Executive Director for Corporate Resources David Austin