



# Havering

LONDON BOROUGH

## ADJUDICATION AND REVIEW COMMITTEE AGENDA

<b>7.30 pm</b>	<b>Tuesday 25 August 2015</b>	<b>Town Hall Main Road Romford</b>
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Members 10: Quorum 4

**COUNCILLORS:**

**Conservative  
( 4 )**

Garry Pain (Chairman)  
Roger Westwood (Vice-Chair)  
Meg Davis  
Michael White

**Residents'  
( 2 )**

John Mylod (Vice-Chair)  
Julie Wilkes

**East Havering Residents'  
( 2 )**

Alex Donald  
Linda Van den Hende

**UKIP  
( 1 )**

David Johnson

**Independent  
Residents'  
( 1 )**

Michael Deon Burton

**For information about the meeting please contact:**

**Grant Soderberg Tel: 01708 433091**

**e-mail: [grant.soderberg@onesource.co.uk](mailto:grant.soderberg@onesource.co.uk)**

## **Protocol for members of the public wishing to report on meetings of the London Borough of Havering**

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

## **AGENDA ITEMS**

### **1 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

### **2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS**

(if any) – receive.

### **3 DECLARATIONS OF INTERESTS**

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

### **4 MINUTES (Pages 1 - 8)**

To approve as a correct record the minutes of the meeting held on 21 April 2015 and to authorise the Chairman to sign them.

### **5 UPDATE ON MP & MEMBER ENQUIRIES - Q1 2015-16 BY THE HEAD OF BUSINESS & PERFORMANCE**

An oral update and presentation on the last quarter's MP and Member enquiries

### **6 UPDATE ON CORPORATE COMPLAINTS - Q1 2015-16 OVERVIEW BY THE EXECUTIVE MANAGER OF THE CHIEF EXECUTIVE'S OFFICE**

An oral update and presentation on the last quarter's Corporate Complaints process

### **7 THE LGO'S ANNUAL LETTER & SUMMARY OF HAVERING'S COMPLAINTS (Pages 9 - 30)**

A report containing the LGO's Letter and a review of the LGO's data.

### **8 UPDATE ON LGO ACTIVITY FOR THE YEAR 2015-16 TO DATE**

An oral update on the information already sent to Members

### **9 UPDATE ON STAGE THREE ACTIVITY**

If available, a report will be tabled for Members to note

**Andrew Beesley**  
**Committee Administration**  
**Manager**

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**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Town Hall Main Road Romford  
21 April 2015 (7.30 - 9.10 pm)**

**Present:**

**COUNCILLORS**

<b>Conservative Group</b>	Joshua Chapman (Chairman), Roger Westwood (Vice-Chair), Meg Davis and Jason Frost
<b>Residents' Group</b>	John Mylod (Vice-Chair) and Barbara Matthews
<b>East Havering Residents' Group</b>	Alex Donald and +Linda Hawthorn
<b>UKIP Group</b>	David Johnson
<b>Independent Residents Group</b>	Michael Deon Burton

Apologies for absence were received from Councillor Brian Eagling (Councillor +Linda Hawthorn substituted for him)

The Chairman reminded Members of the action to be taken in an emergency.

There were no declarations of pecuniary interest.

**22 MINUTES**

The Minutes of the Meeting held on 4 February 2015 were accepted and signed by the Chairman.

**23 ADULT SOCIAL CARE COMPLAINTS ANNUAL REPORT 2013/14**

The Committee was informed that the management of Adult Social Care complaints had continued to improve year on year and this was encouraging for the service. At the same time, compliments also continued to increase year on year showing that the service was getting things right.

There were a number of changes that may have an impact on complaints over the next few years including the introduction and impact of the Care Act; the changes that were currently being considered by the Local Government Ombudsman who was consulting on these changes, and the proposed introduction of an Appeals Process which was being considered for all decisions. The implications of these would need to be considered by the Complaints & Information Team and it will have to look at how this would impact on Havering Adult Social Care in the long term.

As with all local authorities, there was the added challenge of having to balance the services with the reduced available resources and decreasing budgets which could have an impact on how it dealt with complaints. It was important to ensure that information was captured in a meaningful way to assist services in identifying areas that might require improvement as well as those that were implementing good practice. Members were reminded that it should be noted that there would be a change in how information was going to be obtained with the transfer across to the present CRM system, but the Complaints & Information Team would need to ensure that the relevant data for reporting was maintained.

The Committee was reminded that in the previous year's report it was highlighted that consideration was needed in relation to Public Health complaints. These would be published separately on their own web page.

The Committee's attention was then drawn to a number of aspects contained within the report concerning some unusual aspects of the out-turn reports, for example: The number of cases dealt with by the LGO had fallen from 10 to eight (and six of those had either not been investigated or had been discontinued or that no maladministration had been found). Complaints overall had fallen from 123 (2011/12) to 108.

During the last year the Complaints teams had been reorganised and re-structured – in part because of internal changes and also to prepare for the impact of the Care Act. Complaints concerning Commissioning had fallen from 20 to 14, but there was a corresponding increase in complaints concerning External Homecare from 17 to 24. The largest percentage fall was recorded by the Preventative Team where the fall had been from 13 to six.

Members asked about various elements within the report, in particular: the matter of staff behaviour, what were the outcomes? In reply the Service stated that this was generally addressed by further training. Where there were disputes, the primary cause was largely due to the charges being raised and that some service users did not understand them fully.

An observation was made concerning the targets for complaint responses being missed and Members were informed that this was due in no small measure to the involvement of outside bodies, many of whom had different time-scales to the Council and over which the Service had little control. If they were taken out of the calculation, the Service's response times were much better – but that did not mean that improvement could not – or would not – be continued to be made.

The Committee **noted** the report which had already been considered and approved by Overview and Scrutiny.

24 **CHILDREN & YOUNG PEOPLES' SERVICE COMPLAINTS ANNUAL REPORT 2013/14**

The report concerning the Children & Young People's Services was before the Committee. The Chairman asked members if they had considered the report and whether they had any questions to put. He asked how the Service had managed to dramatically reduce the number of complaints about looked-after children (from nine to four) and was told that this had been largely achieved because the Service had produced a number of leaflets which addressed the most common issues and this had helped. The Service hoped to compile and distribute more concerning other areas which were not properly understood and hoped that that would go some way to reduce other areas of complaint across the Service with equal effectiveness. It was noted that previously there had been no mechanism for informing parents/guardians, but this was now changing.

A question was asked about whether children could complain and if they could, were they routed the same way as adult complaints. In response, Members were informed that children could complain and that the process was the same – though it was pointed out that an advocacy service was almost certainly going to be involved.

A Member asked whether there was a mechanism whereby a person complained about could complain about the person making a complaint against them. In response, he was informed that this might not always be possible as in many cases complaints were anonymous. The Service would, however, always put the child's interests first and had produced leaflets which it hoped would "de-mystify" some of the processes which tended to be at the root of some complaints.

Questions were asked about the low number of complaints around adoptions and about the lack of information concerning ethnicity which the report showed. In answer to the first question, the Service replied that those were the only issues recorded and with regard to the question of the lack of ethnic data, it was due in part to a failure of the old system to record that data, but was also in part because the staff dealing with the case had failed to record it. The new system would capture this more effectively if this field was made a mandatory one and ways of doing that were being explored.

A further question was asked about whether any mechanism existed to obtain information from schools and members were informed that none did. Complaints came from parents and were referred back to the school if appropriate to do so. Any feed-back usually came from the governing body. A councillor added that Members should bear in mind that the local authority was not involved in academies.

The Committee **noted** the report which had already been considered and approved by Overview and Scrutiny.

25 **LEARNING & ACHIEVEMENT COMPLAINTS ANNUAL REPORT 2013/14**

The report concerning the Learning and Achievement Service was before the Committee. The Chairman asked members if they had considered the report and whether they had any questions to put. There were none, but the report containing complaints information for Learning & Achievement had been difficult to determine because the majority of complaints received had been referred back to schools to be taken through their own complaints procedure although this had been recognised as an omission and it was appreciated that there ought to be some mechanism for obtaining this information - particularly around maintained schools. In exploring this it was clear that local authorities had a limited role and that information would either need to be obtained through governing body minutes or through the Ofsted Parent View which detailed parents views on each school.

What had also been highlighted was the need for improved information to ensure that parents/carers were aware of where they needed to be directed for complaints in relation to schools/education and the complaints the local authority would be responsible for i.e. curriculum/collective worship and safeguarding. The Complaints, Information & Communication Team would liaise with Learning & Achievement about ensuring the relevant information was given in the right way for the service.

It was notable that Learning & Achievement had been very impressive in terms of their response times and it was good to see such a high achievement in this area and it was expected that this would continue.

As with any service, with the continued increase in demands and pressures, along with the reduction in budgets, the forthcoming changes around education - in particular Special Educational Needs (SEN) – might impact on the service. With any change, this sometimes leads to an increase in complaints and it would be even more important to ensure that the information captured was reflective of what the service needed in identifying the areas requiring improvement.

The Committee **noted** the report which had already been considered and approved by Overview and Scrutiny.

26 **CORPORATE COMPLAINTS & MP/MEMBER ENQUIRIES - Q4 OVERVIEW**

The Head of Business and Performance provided the Committee with an overview of complaints and MP/Member enquiries for the past year and specifically the last quarter.

The number of Corporate Complaints received during 2014/15 were 2,124 and during 2013/14: 1,261 – though this latter figure did not include the Housing Services OHMS records. During Q4 2014/15, the number of

complaints received was 536 and during the previous year the figure was 325 (but again, the excluded the OHMS figures).

In summary, there had been a fall in the Housing performance during the year which was directly attributable to a period when the OHMS system failed and this resulted on delays which in turn had repercussions on new complaints coming through.

Over the same period 2014/15 there had been 4,135 MP and Member enquiries which compared with 4,231 for the year before – but again the 2013/14 period did not have the OHMS figures). During the fourth quarter last year there were 1,023 enquiries compared with 1,217 in the fourth quarter 2013/14.

Members were informed that an average of 70% of those enquiries were responded to within 10 working days – and whilst below the corporate target of 90%, the range went from a low of 64.47% to 91.78%.

Staying with Q4, the Committee was informed that the majority of complaints, MP and Member enquiries related to StreetCare (42%) and Housing issues (34%). 90% of all complaints, MP and member enquiries could be found within the following four services: StreetCare (64%), Housing (16%), Regulatory Services (6%) and Culture & Leisure (4%).

The reasons for the disproportionate number of complaints & enquiries concentrating on StreetCare needed to be seen in context of its areas of responsibility. There were 18,000 street lights (with a further 3,000 plus lights in bollards etc. which needed upkeep along with some 600km of public roads (as well as footpaths) and 23 car parks. All complaints to StreetCare had been dealt with by two members of staff. This would soon rise by 50% when a third member joined the team in June.

In conclusion, the Committee was reminded that a new Corporate Policy and Procedure for dealing with complaints and MP/Member enquiries had been introduced on 1 April this year and that it had been set up to streamline the way the Council received, logged and dealt with all complaints and enquiries. Training was being rolled-out to staff who would be responsible for ensuring that the policy and procedure were properly administered and that a new report was in the process of being developed which would include more targeted performance data in order to ensure that the Council could quickly identify any developing trends and ensure that they were properly addressed and, more importantly, that lessons learned were acted upon and changes fully implemented.

The Committee **noted** the scope and content of the presentation and thanked the Head of Policy and Performance for providing the usual statistics-based information in an interesting and meaningful format.

27 **POOL OF INDEPENDENT PERSONS**

The report concerning the Pool of Independent Persons was before the Committee. The Chairman asked members if they had considered the report and whether they had any questions to put. There were none, but the report stated that the Council maintained a pool of Independent Persons, who were used for school admission and exclusion appeals, Adult and Children's Social Care and Children Act hearings as well as Corporate Complaints hearings.

There were statutory obligations on making appointments to the pool for school, Social Services and Children's Services panels, which were satisfied by the submission and consideration of the present report. The pool was used as a matter of convenience for corporate complaints since maintaining multiple pools for what amounted to the same purpose would be unnecessary.

An advertisement seeking applications for appointment was usually published every three years. That had been done late 2014 and a number of applications were received. Confirmation of the appointment of the group of applicants was sought along with the confirmation of continuance of the existing pool of Independent Persons.

In addition, the Committee was asked to accept the name of an Independent person who had been missed from the list provided to it.

The Committee **approved** the list of Independent Persons including the individual missed from that list.

28 **THE REVISED CORPORATE COMPLAINTS PROCEDURE**

The Executive manager, Chief Executive's office provided the Committee with a presentation covering the recently introduced revised Corporate Complaints procedure.

In the presentation, Ms Hiscox reminded Members that the revisions had been introduced in order to ensure that the complaints process was truly "corporate" and that anomalies and abuses which had crept into the previous process were talked and eliminated. In short, the aims were to reduce the length of time a complaint was in the system from an almost open-ended situation to a time-managed process, with Stage One having 15 working days to provide an answer, Stage Two being overseen by the Chief Executive's Office but drawing on the appropriate head of Service and having 20 working days and Stage Three – with Members - lasting no more than a calendar month.

In order to ensure that this time-table was maintained, the routes for complaint had been strictly controlled. The essence was the on-line form (and complainants could receive assistance in completing this or have staff do it for them), but it was at the heart of the process as the complaint would

be defined, recorded and checked to ensure that it was not a duplication of another through the CRM data-base.

There would be no exchanges of corresponded (particularly e-mails), simply an acknowledgement and a decision. If that failed, the complaint moved to the next stage and if a resolution was not obtained here, it proceeded to Stage Three, where Members would have far less material to have to consider and the complaint issue and steps taken to address it along with the all the staff input would be available to them in a manageable form. This should ensure a decision should be easy to reach as the plethora of correspondence which appeared to attend the old process would be eliminated. Should a complainant remain dissatisfied, they could refer the matter to an ombudsman, but there would be no opportunity to claim that the process had taken over-long to complete.

The Committee was provided with a virtual example of how the Portal should function and were reminded that for them to either make enquiries about a complaint or register one on behalf of a complainant, this was a quick and simple point of access which had several advantages in that it populated a number of data sets which would automatically generate accurate and robust information for both Members and senior officers to whom it would have relevance.

Another benefit of ensuring the process was properly applied across the Council was that it would present a truly “corporate” face. In addition, a coherent process would be easier to manage, be better understood by staff (and customers) and help in identifying where there were weaknesses or failures, highlight “trends” and even show good practice. In addition it was designed to address customer expectations and uphold the Council’s reputation, whilst driving down costs in both officer time and other resources.

In conclusion, the Committee was informed that currently the focus of the team was to ensure that the first two stages were properly established. The Chief Executive was taking a pragmatic approach to how the process would make the transition between Stages Two and Three and until that occurred, planning for it would be limited. There was a general idea, but the details would need to be filled in as cases came forward.

The procedure had been put in place for a four to six month “trial” at which point it would be audited and evaluated and, if necessary, further changes could be introduced to enhance to process. What was certain was that the procedure as a whole was not static but could adapt to circumstances as they changed over time, providing the key principles of keeping the process simple, time-managed, empathetic and open and transparent, were preserved.

Members received the presentation positively and raised one or two queries concerning their wider role in the community and whether the complaints process was flexible enough for them to continue to engage with complainants and resolve matters informally. In response, it was suggested

that this was a procedure for when informality had failed – though the role of Members as arbitrators was always welcome.

The Committee thanked the Executive Manager, Chief Executive's Office for her presentation and **noted** the entertaining and informative manner in which she had delivered it.

29 **UPDATE ON LGO ACTIVITY FOR THE YEAR 2014-15**

The report providing the Committee with an update of the activity of the Local Government Ombudsman between 1 April 2014 and 31 March 2015 was before the Committee. The Chairman asked members if they had considered the report and whether they had any questions to put. There were none. The report referred to statistics which had already been provided to Members ahead of the meeting and also included reflections on a recent seminar for LGO Link Officers and highlighting possible developments with the Ombudsman service which could impact local authorities in the future.

The Committee **noted** the report and decided that it was unnecessary to make any recommendations to the Council's senior management at this time

30 **UPDATE ON STAGE THREE ACTIVITY**

The report providing the Committee with an update of the activity Stage Three activity since the previous meeting was before the Committee. The Chairman asked members if they had considered the report and whether they had any questions to put. There were none.

The Committee **noted** the report and said that the format of the table appended to it, remained acceptable.

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**Chairman**

**ADJUDICATION & REVIEW  
COMMITTEE**

25 August 2014

**Subject Heading:**

**LOCAL GOVERNMENT OMBUDSMAN –  
Annual Letter, for 2014-15**

**CMT Lead:**

Andrew Blake Herbert – Group Director of  
Communities & Resources

**Report Author and contact details:**

Grant Soderberg, Committee Officer  
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[grant.soderberg@onesource](mailto:grant.soderberg@onesource)

**Policy context:**

Ombudsman commentary on complaints  
presented to her over the previous year to  
assist the Council to ensure good practice  
is maintained

**Financial summary:**

None directly associated with this report

**Has an Equality Impact Assessment  
(EIA) been carried out?**

Not required.

**The subject matter of this report deals with the following Council Objectives**

Havering will be clean and its environment will be cared for	[X]
People will be safe, in their homes and in the community	[X]
Residents will be proud to live in Havering	[X]

**SUMMARY**

The Annual Letter from the Local Government Ombudsman (LGO) was received in July. The Annual Letter is the LGO's principle means of communicating a summary of its activity with every authority across England and provides a breakdown of complaints referred to her throughout the year.

## RECOMMENDATIONS

The Committee:

1. Notes the contents of the Ombudsman's Annual Letter.
2. Decides whether the Letter should be sent to the Chairmen of the Overview and Scrutiny Committees and their comments sought.
3. Decides whether a letter of response should be sent to the Local Government Ombudsman about this year's letter.
4. Decides whether the statistics provided by the LGO should be published on Calendar Brief along with the in-house commentary.
5. Agrees to change the best value performance indicator (BVPI) currently in use to:

*"The BVPI target for any formal reports of maladministration and injury is 0 and no more than 8 instances where the Ombudsman imposes financial penalties"*

## REPORT DETAIL

**Background:**

1. The Annual Letter remains the usual method of formally communicating with councils. In previous years the Letter contained information to the Chief Executive and Council which was pertinent to Havering – including comments on some "significant" cases as well as an evaluation of trends, both in the borough and across the country.
2. The 2013 Letter was bereft of detail because the LGO had changed its software and as this was implemented part-way through the year, the Ombudsman had two sets of data and argued that she was unable to amalgamate them into a coherent entity. Last year there was a considerable upset because, for the first time, (when figures had been presented) there was no way for a meaningful reconciliation to be obtained.
3. This was robustly challenged and, after several exchanges of e-mails, the LGO did provide the Council with the data upon which her figures had been prepared. This Committee wrote to her urging her to reconsider the way these figures were presented and to reinstate the informal advance notification which had been available before the reduction of the Ombudsman's funding. In response, the answer was that there was nothing wrong with the data held by the LGO and that she never claimed that her figures would correlate with any

of the authorities within her jurisdiction. The advice given was that we concentrate on our data and not try to match it to hers in future as hers contained many elements which none of the authorities would be aware of (for example: all those complainants who had made an initial contact and had been given advice to contact their local authorities, but who had either not chosen to do so or had not informed the Council that they had approached the Ombudsman.

4. The Council was also informed that because the funding for the LGO had been cut, there was no possibility of reinstating any form of informal reconciliation stage – and indeed, there was not going to be an option available to seek any “in depth” enquiries about the statistics, only specific case enquiries would be considered.

### **The Ombudsman’s Letter and Statistics:**

5. The figures appended to this report which accompanied the Annual Letter are therefore unabridged and stand-alone. An attempt has been made to “match” the results based on the in-house statistics which ought to agree (in number if not in the service to which the LGO has allocated them) and all the outcomes/decisions ought to agree. An initial analysis has been carried out for some of the data and the results are set out below.
6. The LGO has attempted to soften the new, pragmatic approach by providing two tables containing her reference numbers against which the Council’s records can be checked. There is unlikely ever to be a direct correlation simply because there is always going to be more complaints recorded by the LGO than the Council is informed of. It might, however, be possible (in retrospect) to identify overall trends by applying a simple calculation. Only time will tell whether such a course of action has any merit.
7. In basic terms, the LGO’s summary is that during the year 1 April 2014 – 31 March 2015, she has recorded 97 new complaints against the Council and has made 88 decisions. It should be noted that some of those decisions will relate to cases opened before 31 March 2014 and some of those complaints notified will still be awaiting a decision after 31<sup>st</sup> March 2015.
8. The records kept by the Council cover both the above brought-forward and carried forward positions but there are complaints which the LGO says she received which are not recorded simply because the Council is not notified about them.
9. Another skew to the figures is that the Council records each “contact” from the Ombudsman as well as the number of different complaint references. This can make the figures appear larger than the number of cases notified because there could be a record for an “Enquiry”, from which there could be a “Referral as Premature” in which case the complaint is processed through the Corporate Complaints procedure and, if the complainant remains dissatisfied and convinces the Ombudsman that there might be maladministration, there could even be an “Investigation”. Three entries for one reference. There has, on one occasion been even more than that, but the case was exceptional and, in reality, there are generally no more than two entries for most cases.

10. A full analysis of the LGO's figures compared to those held by the Council has yet to be completed, but an initial review of the Decisions made chart indicates that of the 88 decisions which the LGO says she has made through the year, 48 were "referred back for local resolution". Of these 48, nine were found to have been notified to the Council by way of an Enquiry and, in most of the nine cases, followed up by referral to the Council as Premature complaints and dealt with through the complaints system. This left 39 cases about which the Council had no knowledge whatsoever. In addition to this category, the description "Advice given" (five cases) are also unknown to the Council, which indicates that the Council should have been informed about **44** cases upon which the Ombudsman made a decision.
11. Looking at the Council's figures at the 31<sup>st</sup> March 2015, it is found that there were 59 distinct cases on file – 54 received during the year plus five cases open at the 31<sup>st</sup> March 2014. At the end of the year, nine cases which were then either being investigated or only had draft decisions – plus one Enquiry which had yet to be responded to - were brought forward into the current year. This means that from the overall figure of 54 (for the year itself), ten must be subtracted which suggests that the LGO should have made **44** decisions which were notified to the Council during the year 2014/15 and this is indeed what we find.
12. Where the Council differs from the Ombudsman is in the distribution: This is inevitable as the Council's allocation of services does not always agree with the LGO's. A case in point is the matter of Blue badges. The Council has this function allocated to Customer Services which reports to the Group Director of Communities and Resources, whilst the Ombudsman places the category in Adult Care Services. This has always been inevitable and as long as the number of cases and the decisions agree, there is no difficulty.

### **Investigations Carried Out:**

13. This is highlighted by the Ombudsman and her table shows there were seven cases upheld and 11 not upheld. This accords with the revised end of year records which show that the Council acknowledged two findings against it which involved the payment of compensation and five findings against it where there was no additional financial penalty imposed beyond anything the Council had agreed to undertake to rectify the position. The Committee should note that the BVPI (best value performance indicators) for the Ombudsman activity is no more that 0 cases of maladministration and 7 cases where the Council was obliged to pay compensation was devised when the only reference to "maladministration" was when a formal report had to be presented to Full Council. Since the recent changes by the LGO to remove the terminology it had used for a number of years and revert to simply having "maladministration", this makes the Council's BVPI appear wrong and it is proposed that the BVPI be revised to read: *"the BVPI target for any formal reports of maladministration and injury is 0 and no more than 8 instances where the Ombudsman imposes financial penalties"*

**Conclusion:**

14. The Ombudsman’s Annual Letter may very well evolve over time and it may be the case that in the future more information will find its way back into it which the Authority would find specifically helpful. In the mean-time, it remains a useful vehicle for advertising the work of the LGO and keeping local authorities informed about developments – which are likely to become more radical over the next few years.
15. Further work could be undertaken on the figures provided by the Ombudsman, but from the above worked examples it is clear that once the elements which the Ombudsman has not informed the Council about have been stripped away, what remains is, by and large, an accurate statement of the build up provided to Members and officers through the year.

**Ombudsman Decision Categories:**

15. These were revised a year ago when local authorities were informed they had been renamed and condensed to nine. During the past year, they appear to have grown. The full list was notified through the LGO’s Link Officers update in June and is:

<b>Decision letter to Council</b>	<b>Annual Letter</b>
These types of complaint do not have a formal decision letter issued for them:	Incomplete / Invalid
	Advice Given
	Referred back for local resolution
Closed after initial enquiries – no further action	Closed after initial enquiries
Closed after initial enquiries – out of jurisdiction	
Upheld: no further action	Upheld
Upheld: maladministration and injustice	
Upheld: maladministration, no injustice	
Report Issued: Upheld, maladministration, and injustice	
Report Issued: Upheld, maladministration, no injustice	
Not upheld: no further action	Not upheld
Not upheld: no maladministration	
Report Issued: Not upheld; no maladministration	

16. Because the Ombudsman has changed her terminology, it is inevitable that there will be some change in the terminology used in the reports produced in house and provided to staff and Members. It is hoped that – as far as possible – those changes will ensure that they remain easy to understand whilst reflecting a congruency with the Ombudsman’s language.

17. Whilst this restrained climate continues and if funding levels remain depressed, it is probable that councils – including Havering – will continue to receive a steady stream of enquiries followed either by referrals or Ombudsman decisions not to investigate.

## IMPLICATIONS AND RISKS

### **Financial implications and risks:**

There have been financial implications during the year 2012-13 because of Ombudsman activity. Any penalties and compensation is met from within existing budgets of the services affected.

**Legal implications and risks:** There are no direct legal implications arising from this report.

**Human Resources implications and risks:** There are none associated with this report.

**Equalities implications and risks:** There are none associated with this report

## BACKGROUND PAPERS

*None*

18 June 2015

*By email*

Ms Cheryl Coppell  
Chief Executive  
Havering London Borough Council

Dear Ms Coppell

### **Annual Review Letter 2015**

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

### **Supporting local scrutiny**

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aims of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

## Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published *'My Expectations'* a service standards framework document describing what good outcomes for people look like if complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint.

This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of *'My Expectations'* are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

## Future developments at LGO

My recent annual letters have highlighted the significant levels of change we have experienced at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of that report can be found [here](#). That review, along with a related consultation document, has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



Dr Jane Martin  
Local Government Ombudsman  
Chair, Commission for Local Administration in England

## Local authority report – London Borough of Havering

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

### Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection	Highways and transport	Housing	Planning and development	Total
Havering LB	9	13	3	13	9	17	19	14	97

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### Decisions made

Local Authority	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
	Upheld	Not Upheld					
Havering LB	7	11	5	16	1	48	88

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Havering LB  
Complaints received in period (Apr 2014 - Mar 2015)

	<b>Ref</b>	<b>Authority</b>	<b>Category</b>	<b>Received Date</b>
1	14000262	Havering LB	Housing	04/Apr/2014
2	14000640	Havering LB	Benefits & Tax	10/Apr/2014
3	14000707	Havering LB	Corporate & Other Services	11/Apr/2014
4	14001126	Havering LB	Highways & Transport	22/Apr/2014
5	14001422	Havering LB	Education & Childrens Services	25/Apr/2014
6	14001546	Havering LB	Housing	28/Apr/2014
7	14001722	Havering LB	Housing	01/May/2014
8	14002274	Havering LB	Education & Childrens Services	09/May/2014
9	13017348	Havering LB	Planning & Development	14/May/2014
10	13018137	Havering LB	Housing	16/May/2014
11	13019430	Havering LB	Housing	30/May/2014
12	14004042	Havering LB	Highways & Transport	10/Jun/2014
13	14004155	Havering LB	Adult Care Services	11/Jun/2014
14	14004402	Havering LB	Planning & Development	16/Jun/2014
15	14004649	Havering LB	Housing	19/Jun/2014
16	14005129	Havering LB	Education & Childrens Services	27/Jun/2014
17	14005634	Havering LB	Highways & Transport	07/Jul/2014
18	13016216	Havering LB	Benefits & Tax	09/Jul/2014
19	14005849	Havering LB	Housing	09/Jul/2014
20	13012009	Havering LB	Highways & Transport	15/Jul/2014
21	14006342	Havering LB	Housing	16/Jul/2014
22	14006475	Havering LB	Highways & Transport	18/Jul/2014
23	14006731	Havering LB	Corporate & Other Services	23/Jul/2014
24	14007051	Havering LB	Benefits & Tax	28/Jul/2014
25	14007568	Havering LB	Housing	05/Aug/2014
26	14007742	Havering LB	Highways & Transport	07/Aug/2014
27	14005840	Havering LB	Education & Childrens Services	08/Aug/2014
28	14007900	Havering LB	Education & Childrens Services	11/Aug/2014

Havering LB  
Complaints received in period (Apr 2014 - Mar 2015)

29	14007869	Havering LB	Housing	11/Aug/2014
30	14008081	Havering LB	Benefits & Tax	13/Aug/2014
31	14008124	Havering LB	Highways & Transport	13/Aug/2014
32	14008095	Havering LB	Education & Childrens Services	15/Aug/2014
33	14008179	Havering LB	Adult Care Services	18/Aug/2014
34	14008375	Havering LB	Highways & Transport	19/Aug/2014
35	14008567	Havering LB	Environmental Services & Public Protection & Regulation	21/Aug/2014
36	14008565	Havering LB	Planning & Development	21/Aug/2014
37	14008694	Havering LB	Planning & Development	26/Aug/2014
38	14009210	Havering LB	Adult Care Services	02/Sep/2014
39	14009259	Havering LB	Highways & Transport	03/Sep/2014
40	14009479	Havering LB	Education & Childrens Services	05/Sep/2014
41	14009425	Havering LB	Housing	05/Sep/2014
42	14009697	Havering LB	Planning & Development	10/Sep/2014
43	14009722	Havering LB	Planning & Development	10/Sep/2014
44	14009928	Havering LB	Housing	15/Sep/2014
45	14010111	Havering LB	Environmental Services & Public Protection & Regulation	17/Sep/2014
46	14010975	Havering LB	Highways & Transport	01/Oct/2014
47	14011474	Havering LB	Education & Childrens Services	10/Oct/2014
48	14011598	Havering LB	Environmental Services & Public Protection & Regulation	13/Oct/2014
49	14001209	Havering LB	Housing	14/Oct/2014
50	14011803	Havering LB	Benefits & Tax	15/Oct/2014
51	14012117	Havering LB	Environmental Services & Public Protection & Regulation	21/Oct/2014
52	13003945	Havering LB	Housing	21/Oct/2014
53	14012344	Havering LB	Highways & Transport	24/Oct/2014
54	14012895	Havering LB	Adult Care Services	04/Nov/2014
55	14012993	Havering LB	Planning & Development	10/Nov/2014
56	14013384	Havering LB	Highways & Transport	12/Nov/2014
57	14013356	Havering LB	Highways & Transport	12/Nov/2014

Havering LB  
Complaints received in period (Apr 2014 - Mar 2015)

58	14001838	Havering LB	Housing	13/Nov/2014
59	14013748	Havering LB	Corporate & Other Services	18/Nov/2014
60	14014090	Havering LB	Benefits & Tax	25/Nov/2014
61	14014241	Havering LB	Environmental Services & Public Protection & Regulation	27/Nov/2014
62	14015371	Havering LB	Benefits & Tax	18/Dec/2014
63	14015451	Havering LB	Education & Childrens Services	22/Dec/2014
64	14015748	Havering LB	Environmental Services & Public Protection & Regulation	05/Jan/2015
65	14015863	Havering LB	Education & Childrens Services	08/Jan/2015
66	14016212	Havering LB	Housing	16/Jan/2015
67	14006901	Havering LB	Education & Childrens Services	19/Jan/2015
68	14016858	Havering LB	Adult Care Services	23/Jan/2015
69	14017172	Havering LB	Adult Care Services	28/Jan/2015
70	14016739	Havering LB	Environmental Services & Public Protection & Regulation	29/Jan/2015
71	14007868	Havering LB	Housing	29/Jan/2015
72	14017339	Havering LB	Highways & Transport	02/Feb/2015
73	14017631	Havering LB	Highways & Transport	05/Feb/2015
74	14017787	Havering LB	Benefits & Tax	09/Feb/2015
75	14017785	Havering LB	Planning & Development	09/Feb/2015
76	14017405	Havering LB	Planning & Development	11/Feb/2015
77	14018051	Havering LB	Education & Childrens Services	12/Feb/2015
78	14018135	Havering LB	Planning & Development	13/Feb/2015
79	14018643	Havering LB	Planning & Development	23/Feb/2015
80	14018940	Havering LB	Education & Childrens Services	27/Feb/2015
81	14012400	Havering LB	Planning & Development	04/Mar/2015
82	14019408	Havering LB	Benefits & Tax	06/Mar/2015
83	14019399	Havering LB	Environmental Services & Public Protection & Regulation	06/Mar/2015
84	14019407	Havering LB	Highways & Transport	06/Mar/2015
85	14016313	Havering LB	Adult Care Services	10/Mar/2015
86	14019586	Havering LB	Benefits & Tax	10/Mar/2015

Havering LB  
Complaints received in period (Apr 2014 - Mar 2015)

87	14019540	Havering LB	Benefits & Tax	10/Mar/2015
88	14019891	Havering LB	Highways & Transport	16/Mar/2015
89	14019861	Havering LB	Adult Care Services	17/Mar/2015
90	14020146	Havering LB	Housing	18/Mar/2015
91	14019542	Havering LB	Housing	23/Mar/2015
92	14020653	Havering LB	Environmental Services & Public Protection & Regulation	25/Mar/2015
93	14020734	Havering LB	Benefits & Tax	26/Mar/2015
94	14020688	Havering LB	Benefits & Tax	26/Mar/2015
95	14020689	Havering LB	Planning & Development	26/Mar/2015
96	14020795	Havering LB	Adult Care Services	30/Mar/2015
97	14016719	Havering LB	Planning & Development	31/Mar/2015

Havering LB  
Decisions made in period (Apr 2014 - Mar 2015)

	Ref	Authority	Category	Decision date	Decision
1	13018133	Havering LB	Adult Care Services	01/Apr/2014	Not Upheld
2	14000262	Havering LB	Housing	04/Apr/2014	Referred back for local resolution
3	13004602	Havering LB	Planning & Development	08/Apr/2014	Upheld
4	14000640	Havering LB	Benefits & Tax	10/Apr/2014	Referred back for local resolution
5	14000707	Havering LB	Corporate & Other Services	11/Apr/2014	Referred back for local resolution
6	14001126	Havering LB	Highways & Transport	22/Apr/2014	Referred back for local resolution
7	11014228	Havering LB	Education & Childrens Services	25/Apr/2014	Upheld
8	14001546	Havering LB	Housing	28/Apr/2014	Referred back for local resolution
9	14001722	Havering LB	Housing	01/May/2014	Referred back for local resolution
10	14001422	Havering LB	Education & Childrens Services	20/May/2014	Referred back for local resolution
11	13012012	Havering LB	Housing	05/Jun/2014	Upheld
12	13018137	Havering LB	Housing	05/Jun/2014	Closed after initial enquiries
13	13017279	Havering LB	Planning & Development	09/Jun/2014	Not Upheld
14	13019502	Havering LB	Adult Care Services	10/Jun/2014	Not Upheld
15	13017348	Havering LB	Planning & Development	11/Jun/2014	Closed after initial enquiries
16	14004402	Havering LB	Planning & Development	16/Jun/2014	Referred back for local resolution
17	14004649	Havering LB	Housing	19/Jun/2014	Referred back for local resolution
18	14004042	Havering LB	Highways & Transport	20/Jun/2014	Closed after initial enquiries
19	13019430	Havering LB	Housing	26/Jun/2014	Closed after initial enquiries
20	13019743	Havering LB	Benefits & Tax	05/Jul/2014	Not Upheld
21	14006342	Havering LB	Housing	16/Jul/2014	Advice given
22	13016216	Havering LB	Benefits & Tax	23/Jul/2014	Advice given
23	14005129	Havering LB	Education & Childrens Services	23/Jul/2014	Not Upheld
24	14006731	Havering LB	Corporate & Other Services	23/Jul/2014	Referred back for local resolution
25	14005849	Havering LB	Housing	04/Aug/2014	Referred back for local resolution
26	14007568	Havering LB	Housing	05/Aug/2014	Referred back for local resolution
27	14005634	Havering LB	Highways & Transport	11/Aug/2014	Closed after initial enquiries
28	14007869	Havering LB	Housing	11/Aug/2014	Advice given
29	14008081	Havering LB	Benefits & Tax	13/Aug/2014	Referred back for local resolution
30	14008124	Havering LB	Highways & Transport	13/Aug/2014	Referred back for local resolution

Havering LB  
Decisions made in period (Apr 2014 - Mar 2015)

31	14006475	Havering LB	Highways & Transport	16/Aug/2014	Closed after initial enquiries
32	14008179	Havering LB	Adult Care Services	18/Aug/2014	Referred back for local resolution
33	14008375	Havering LB	Highways & Transport	19/Aug/2014	Referred back for local resolution
34	13015814	Havering LB	Adult Care Services	20/Aug/2014	Upheld
35	14007051	Havering LB	Benefits & Tax	20/Aug/2014	Referred back for local resolution
36	14005840	Havering LB	Education & Childrens Services	20/Aug/2014	Closed after initial enquiries
37	14008567	Havering LB	Environmental Services & Public Protection & Regulation	21/Aug/2014	Referred back for local resolution
38	14008565	Havering LB	Planning & Development	21/Aug/2014	Referred back for local resolution
39	14008694	Havering LB	Planning & Development	26/Aug/2014	Referred back for local resolution
40	14009425	Havering LB	Housing	05/Sep/2014	Referred back for local resolution
41	14009697	Havering LB	Planning & Development	10/Sep/2014	Referred back for local resolution
42	14009722	Havering LB	Planning & Development	10/Sep/2014	Referred back for local resolution
43	14009928	Havering LB	Housing	15/Sep/2014	Referred back for local resolution
44	14010111	Havering LB	Environmental Services & Public Protection & Regulation	17/Sep/2014	Referred back for local resolution
45	14009479	Havering LB	Education & Childrens Services	25/Sep/2014	Closed after initial enquiries
46	14009259	Havering LB	Highways & Transport	29/Sep/2014	Incomplete/Invalid
47	14007900	Havering LB	Education & Childrens Services	13/Oct/2014	Not Upheld
48	14011598	Havering LB	Environmental Services & Public Protection & Regulation	13/Oct/2014	Referred back for local resolution
49	14002274	Havering LB	Education & Childrens Services	23/Oct/2014	Not Upheld
50	14012344	Havering LB	Highways & Transport	24/Oct/2014	Referred back for local resolution
51	14012895	Havering LB	Adult Care Services	04/Nov/2014	Referred back for local resolution
52	14012117	Havering LB	Environmental Services & Public Protection & Regulation	13/Nov/2014	Referred back for local resolution
53	13020071	Havering LB	Adult Care Services	17/Nov/2014	Upheld
54	14013748	Havering LB	Corporate & Other Services	18/Nov/2014	Referred back for local resolution
55	14011474	Havering LB	Education & Childrens Services	20/Nov/2014	Not Upheld
56	14011803	Havering LB	Benefits & Tax	21/Nov/2014	Closed after initial enquiries
57	14014090	Havering LB	Benefits & Tax	25/Nov/2014	Referred back for local resolution
58	14013384	Havering LB	Highways & Transport	26/Nov/2014	Closed after initial enquiries
59	14008095	Havering LB	Education & Childrens Services	28/Nov/2014	Upheld
60	14013356	Havering LB	Highways & Transport	03/Dec/2014	Referred back for local resolution
61	13012009	Havering LB	Highways & Transport	03/Dec/2014	Not Upheld

Havering LB  
Decisions made in period (Apr 2014 - Mar 2015)

62	14014241	Havering LB	Environmental Services & Public Protection & Regulation	02/Jan/2015	Closed after initial enquiries
63	14015863	Havering LB	Education & Childrens Services	14/Jan/2015	Closed after initial enquiries
64	14015748	Havering LB	Environmental Services & Public Protection & Regulation	22/Jan/2015	Referred back for local resolution
65	14016858	Havering LB	Adult Care Services	23/Jan/2015	Referred back for local resolution
66	14016212	Havering LB	Housing	30/Jan/2015	Referred back for local resolution
67	14015371	Havering LB	Benefits & Tax	02/Feb/2015	Closed after initial enquiries
68	14017339	Havering LB	Highways & Transport	02/Feb/2015	Referred back for local resolution
69	14006901	Havering LB	Education & Childrens Services	03/Feb/2015	Referred back for local resolution
70	14018051	Havering LB	Education & Childrens Services	12/Feb/2015	Referred back for local resolution
71	14018135	Havering LB	Planning & Development	13/Feb/2015	Referred back for local resolution
72	14017172	Havering LB	Adult Care Services	25/Feb/2015	Closed after initial enquiries
73	14017785	Havering LB	Planning & Development	02/Mar/2015	Closed after initial enquiries
74	14018940	Havering LB	Education & Childrens Services	05/Mar/2015	Advice given
75	14019408	Havering LB	Benefits & Tax	06/Mar/2015	Referred back for local resolution
76	14019399	Havering LB	Environmental Services & Public Protection & Regulation	06/Mar/2015	Referred back for local resolution
77	14019407	Havering LB	Highways & Transport	06/Mar/2015	Referred back for local resolution
78	14019540	Havering LB	Benefits & Tax	10/Mar/2015	Referred back for local resolution
79	14018643	Havering LB	Planning & Development	11/Mar/2015	Closed after initial enquiries
80	14004155	Havering LB	Adult Care Services	12/Mar/2015	Not Upheld
81	14015451	Havering LB	Education & Childrens Services	16/Mar/2015	Not Upheld
82	14020146	Havering LB	Housing	18/Mar/2015	Advice given
83	14012400	Havering LB	Planning & Development	19/Mar/2015	Referred back for local resolution
84	14019542	Havering LB	Housing	23/Mar/2015	Referred back for local resolution
85	14020653	Havering LB	Environmental Services & Public Protection & Regulation	25/Mar/2015	Referred back for local resolution
86	14020734	Havering LB	Benefits & Tax	26/Mar/2015	Referred back for local resolution
87	14001209	Havering LB	Housing	30/Mar/2015	Upheld
88	14019586	Havering LB	Benefits & Tax	31/Mar/2015	Referred back for local resolution

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25 June 2015

## **Ombudsman report suggests council complaints system under pressure**

The Local Government Ombudsman (LGO) has warned that the complaints system in local government is under increasing pressure, in a new report.

The LGO's *Annual Review of Local Government Complaints* suggests that many councils are dealing with increasing numbers of complaints and have less resource available to manage them due to resources being cut in complaint handling teams.

The warning is also backed by research that found that, on average, people spent nine months trying to resolve their complaint before coming to the LGO, and 43% of people were not told that they could approach the LGO for an independent review.

The report also releases the LGO's data for the complaints it received in 2014/15. It registered 18,211 complaints and enquiries about councils, and upheld 46% of all complaints where it carried out a detailed investigation. Within its total number of complaints there was a 10% increase in adult social care complaints and an 11% decrease in complaints about benefits and tax.

The LGO also saw a small, but unprecedented, increase in the number of councils seeking to challenge its decision and failing to comply with recommendations to put something right for a complainant.

While councils ultimately have the democratic right to choose how to implement LGO recommendations, these few instances raise a question about how councils are held to account if they fail to comply with the recommendations of its ombudsman.

Local Government Ombudsman, Dr Jane Martin, said:

*"Our findings point to a local complaints system that is under real pressure. Complaint handling teams are having to do 'more with less' and the process is not as accessible and timely as it should be.*

*"More investment into complaints, both in terms of resources and developing an open culture, is a good value way of driving service improvement – and local government needs to challenge itself on this question. Complaints must be seen as a positive. They can provide an early warning system for issues and are an indicator of public sentiment.*

*"We hope that by sharing our data and knowledge from complaints, we can help with this process by promoting local accountability for actions, and allowing better scrutiny of services."*

The LGO is the final stage for complaints about councils, and can carry out a fair and independent review of people's complaints once the local authority's complaints procedure has been concluded.

The LGO is clear that complaint numbers on their own can only form part of the picture of how the complaints process is performing, and other factors such as outcomes and how organisations have learned from complaints are also crucial. A higher volume of

complaints, for example, does not necessarily mean poorer standards of service; it may indicate a council's open approach to listening to feedback and using complaints as early indicator of potential issues.

Along with local councils, as the Social Care Ombudsman, the LGO has jurisdiction for private care providers, as well as some other organisations. Data for these is not included in this report.

Local Government Ombudsman Complaint Elements - by Service 1 April 2014 - 31 March 2015:

(Six cases were brought forward from 2013/14)  
 2014/15 BVPI target for maladministration is 0 and no more than 8 instances where penalties are awarded

Revised figures after comparison with LGO's Annual Letter

From 1 April 2014 - revised Directorates & Services including oneSource areas

Complaint Elements under Investigation	Children, Adults & Housing										oneSource		
	StreetCare	Planning & Building Control	Parks & Open Spaces	Customer Services	Learning & Achievement	Children's Services	Adult Services	Homes & Housing (Housing Needs)	Homes & Housing (Estate & Maintenance)	School Appeals		Council Tax & Benefits	Legal Services
Complaints under investigation - "A":	3	0	0	0	0	0	1	2	0	0	0	0	0
Provisional Views Received - "B":	0	1	0	0	0	0	1	1	0	0	0	0	0
Complaints determined:	0	0	0	0	0	0	0	0	0	0	0	0	0
Report issued: Upheld; maladministration and injustice	0	0	0	0	0	0	0	0	0	0	0	0	0
Report issued: Upheld; maladministration, no injustice	0	0	0	0	0	0	0	0	0	0	0	0	0
Report issued: Not upheld; no maladministration	0	0	0	0	0	0	0	0	0	0	0	0	0
Upheld; maladministration and injustice	0	1	0	0	1	0	1	2	0	0	0	0	0
Upheld; maladministration, no injustice	0	0	0	0	1	0	1	0	0	0	0	0	0
Not upheld; no maladministration	1	1	0	2	0	1	2	0	0	3	1	0	0
Closed after initial enquiries - out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed after initial enquiries - no further action	4	1	0	0	1	0	1	1	0	1	0	0	0
Not upheld: No further action	1	2	0	0	1	0	0	1	0	0	2	0	0
Complaint Elements Completed - not Premature - "C":	6	5	0	2	4	1	5	4	0	4	3	0	0
Prematures & LGO enquiries - "D":	11	4	2	1	1	5	3	9	6	1	5	2	0
Totals - A, B,C & D:	20	10	2	3	5	6	10	16	6	5	8	2	0
Completed/Omb D./OSJ/No Inv.	34	34	34	34	34	34	34	34	34	34	34	34	34
Premature - or enquiries	50	50	50	50	50	50	50	50	50	50	50	50	50
Complaint Elements - Pvs Recd whether investigated or not	3	3	3	3	3	3	3	3	3	3	3	3	3
Complaint Elements under Investigation	6	6	6	6	6	6	6	6	6	6	6	6	6
Total of Complaint Elements	93	93	93	93	93	93	93	93	93	93	93	93	93

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