

Local Government Ombudsman Complaint Elements - by Service to 31 March 2011:

From 1 April to 5 September 2010 with changes from 6 September (Includes 7 complaints brought forward from 2009/10)

2010/11 BVPI target for maladministration is 0 and for local settlement (with penalty) is no more than 8

	ACE	Culture & Community						Social Care & Learning				Finance & Commerce								
	Legal & Democratic Services	Culture & Leisure	StreetCare	Customer Swervices including Revs & Bens (From 6 Sept 10)	Communications	Housing & Public Protection	Homes in Havering	Regeneration Policy & Planning (from 6 Sept 10)	Children and Young People's Services	Learning & Achievement	Schools for the Future	Adult Social Care	Exchequer Services (to 5 Sept 10)	Finance & Performance	Development & Building Control	General: Member & non 'Service specific' issues	Complaint Elements under Investigation	Completed/Omb D./OSJ/No Inv.	Premature - or LGOAT answered	Total of Complaint Elements
Complaints under investigation - "A":	0	0	0	0	0	3	2	0	3	0	1	0	0	0	1	1	= 11	+ 42	+ 56	= 109
Complaints determined:																				
Maladministration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
Local Settlement with Penalty	0	0	0	0	0	2	3	0	1	1	0	0	0	0	0	0		7		
Local Settlement no Penalty	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0		2		
No Maladministration after Investigation	2	0	0	1	0	0	3	0	0	0	0	0	0	0	2	0		8		
No Maladministration, no Investigation	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0		2		
Ombudsman's Discretion	1	0	0	0	1	3	3	0	0	0	1	1	0	0	4	2		16		
Outside Jurisdiction	0	0	1	0	0	1	1	0	0	0	0	0	1	0	2	1		7		
Cases Completed - not Premature - "B":	3	0	2	3	1	6	11	0	1	1	1	1	1	0	8	3		42		
Premature referrals & LGOAT enquiries - "C":	0	1	2	3	1	15	21	1	4	0	1	1	5	0	1	0			56	
Totals - A, B & C:	3	1	4	6	2	24	34	1	8	1	3	2	6	0	10	4	109			