

Local Government Ombudsman Complaint Elements - by Service 1 April 2011 to 31 March 2012:

(Includes 11 complaints elements (10 cases) brought forward from 2010/11)

2011/12 BVPI target for maladministration is 0 and for local settlement (with penalty) is no more than 8

NB: Change in directorates as 31 October - Social Care & Learning splits into Adults and Health & Children's Services

	ACE	Culture & Community					Children's Services			Adults & Health		Finance & Commerce			
		Legal & Democratic Services	Culture & Leisure	StreetCare	Customer Services (CT Issues, Benefits & NDR)	Housing & Public Protection	Homes in Havering	Children and Young People's Services	Learning & Achievement	Schools for the Future	Adult Social Care	Insurance & Risk	Development & Building Control	General: Member & non 'Service specific' issues	
Complaints under investigation - "A":	0	0	0	0	11	0	1	0	0	1	0	13	0	= 26	
Provisional Views Received - "B":	0	0	0	1	0	0	0	0	0	0	0	0	0	+ 1	
Complaints determined:														+ 54	
Maladministration	0	0	0	0	1	0	0	0	0	0	0	0	0	+ 43	
Local Settlement with Penalty	0	0	0	0	3	2	0	0	0	0	0	0	0	= 124	
Local Settlement no Penalty	0	0	0	0	0	1	0	0	0	0	0	0	0		
No Evidence of Mal/Svce Failure (1)	0	0	0	0	0	0	1	0	1	0	0	1	0		
No Evidence of Mal/Svce Failure (2)	1	0	0	0	1	0	0	0	0	1	0	0	1		
Investigation not started / Investigation Discontinued	4	0	3	2	9	4	4	0	0	2	0	3	1		
Outside Jurisdiction	0	0	0	1	1	2	1	1	0	0	1	0	1		
Complaint Elements Completed - not Premature - "C":	5	0	3	3	15	9	6	1	1	3	1	4	3		
Prematures & informal LGO & LGOAT enquiries - "D":	1	0	5	8	14	4	2	0	0	4	0	3	2		
Totals - A, B,C & D:	6	0	8	12	40	13	9	1	1	8	0	20	5		

Complaint Elements under Investigation	26
Complaint Elements Provisional Views Received	1
Completed/Omb D./OSJ/No Inv.	54
Premature - or LGOAT answered	43
Total of Complaint Elements	124

1
5
1
3
4
32
8
54

43

124