

Local Government Ombudsman Complaint Elements - by Service 1 April 2012 to 31 March 2013:

(Includes 26 complaints elements (15 cases) brought forward from 2011/12)

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							Social Care & Learning			Finance & Commerce			
		Legal & Democratic Services	Customer Services - Other	StreetCare	Customer Services (CT Issues, Benefits & NNDR)	Culture & Leisure	Housing & Public Protection (to 30/09/12)	Homes in Havering (to 30/09/12)	Housing, Homes & Public Protection (from 1/10/12)	Children and Young People's Services	Learning & Achievement	Adult Social Care	Financial Services	Development & Building Control	General: Member & non 'Service specific' issues
Complaints under investigation - "A":	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provisional Views Received - "B":	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints determined:															
Report Issued	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Injustice remedied during enquiries (with financial penalty)	0	0	0	1	0	1	1	1	1	1	1	2	0	1	0
Injustice remedied during enquiries (no fiancial penalty)	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0
No or minor injustice & other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not enough evidence of fault	1	1	0	1	0	12	0	1	0	0	0	1	0	14	0
Investigation not justified & Other	0	0	0	2	0	0	0	1	0	0	0	0	0	0	1
No reason to use exceptional power to investigate	1	0	2	1	0	1	1	3	0	2	1	0	0	1	0
No power to investigate	0	0	3	2	0	0	1	2	1	0	1	0	0	3	0
Complaint Elements Completed - not Premature - "C":	2	1	5	7	0	14	4	8	2	3	6	0	0	19	1
Prematures & informal LGO & LGOAT enquiries - "D":	0	2	5	7	1	2	8	9	3	2	4	4	4	10	0
Totals - A, B,C & D:	2	3	10	14	1	16	12	17	5	5	10	4	4	29	1

Complaint **Elements** under Investigation

Complaint **Elements** Provisional Views Received

Completed/Omb D./OSJ/No Inv.

Premature - or LGO/AT enquiries

Total of Complaint **Elements**

0

0

72

57

129

0

9

2

0

31

4

13

13

72

57

129

57