

Local Government Ombudsman Complaints – Analysed by Service Area and by Outcome: 1 April 2010 – 31 January 2011

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 Services including Revs & Bens (From 6 Sept 10)	Communications	Housing & Public Protection	<i>Homes in Havering</i>	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
Complaints under investigation - "A":	0	0	0	1	0	3	0	0	0	1	1	0	0	0	0	0
Complaints determined:																
Maladministration	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	0	0	0	0	0	0	0
Local Settlement no Penalty	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
No Maladministration after Investigation	1	0	0	0	0	0	3	0	0	0	0	0	0	0	2	0
No Maladministration, no Investigation	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Ombudsman's Discretion	1	0	0	0	0	3	3	0	0	0	0	1	0	0	2	2
Outside Jurisdiction	0	0	1	0	0	1	1	0	0	0	0	0	1	0	2	1
Cases Completed - not Premature - "B":	2	0	2	2	0	6	11	0	1	0	0	1	1	0	6	3
Premature referrals & LGOAT enquiries - "C":	0	1	2	2	1	14	19	1	4	0	1	1	5	0	1	0
Totals - A, B & C:	2	1	4	5	1	23	30	1	5	1	2	2	6	0	7	3

Complaint Elements under Investigation
Completed/Omb D./OSJ/No Inv.
Premature - or LGOAT answered
Total of Complaint Elements

= 6 + 35 + 52 = 93