

Local Government Ombudsman Complaints – Analysed by Service Area and by Outcome: 1 April – 31 January 2012

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

	ACE	Culture & Community				Children's Services			Adults & Health		Finance & Commerce		General: Member & non 'Service specific' issues
	Legal & Democratic Services	Culture & Leisure	StreetCare	Customer Services (CT Issues, Benefits & NNDR)	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	
Complaints under investigation - "A":	0	0	0	1	2	0	1	0	0	1	0	0	0
Provisional Views Received - "B":	0	0	0	0	0	1	1	0	0	0	0	0	0
Complaints determined:													
Maladministration	0	0	0	0	1	0	0	0	0	0	0	0	0
Local Settlement with Penalty	0	0	0	0	4	1	0	0	0	0	0	0	0
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	1	5	3	3	0	0	1	0	3	1
Outside Jurisdiction	0	0	0	1	1	2	1	1	0	0	1	0	1
Cases Completed - not Premature - "C":	5	0	3	2	12	7	5	1	1	2	1	4	3
Prematures & informal LGO & LGOAT enquiries - "D":	1	0	5	4	9	4	1	0	0	3	0	3	2
Totals - A, B,C & D:	6	0	8	7	23	12	8	1	1	6	0	7	5

Complaint Elements under Investigation	5
Complaint Elements Provisional Views Received	2
Completed/Omb D./OSJ/No Inv.	46
Premature - or LGOAT answered	32
Total of Complaint Elements	85

1
5
1
3
4
24
8
46

32

85
