

Local Government Ombudsman Complaint Elements - by Service 1 April 2012 to 31 January 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 - Registrars	StreetCare	Customer Services (CT Issues, Benefits & NNDR)	Culture & Leisure	Housing & Public Protection (to 30/09/12)	Homes in Havering (to 30/09/12)	Homes, Housing & 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	
<b>Complaints under investigation - "A":</b>	0	0	0	0	0	0	0	1	0	0	0	0	0	0	= 1
<b>Provisional Views Received - "B":</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	= 2
<b>Complaints determined:</b>															
<b>Report Issued</b>	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	2	0	1	0	0
Injustice remedied during enquiries (no financial penalty)	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2
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	0	0	0	1	0	12	0	0	0	0	1	0	14	0	28
Investigation not justified & Other	0	0	0	2	0	0	0	1	0	0	0	0	0	1	4
No reason to use exceptional power to investigate	1	0	1	0	0	1	1	2	0	2	0	0	1	0	9
No power to investigate	0	0	0	1	0	0	1	2	1	0	1	0	2	0	8
<b>Complaint Elements Completed - not Premature - "C":</b>	1	0	1	5	0	14	4	6	2	3	5	0	18	1	60
<b>Prematures &amp; informal LGO &amp; LGOAT enquiries - "D":</b>	0	1	6	5	1	2	8	5	3	2	2	4	6	0	45
<b>Totals - A, B,C &amp; D:</b>	2	2	7	10	1	16	12	12	5	5	7	4	24	1	108