Local Government Ombudsman Complaint *Elements* - by Service 1 - 28 April 2013 (Pre Restructure) and also 29 April - 31 January 2014 (Post Restructure):

(No cases were brought forward from 2012/13)

2012/13 BVPI target for maladministration is 0 and for local settlement (with penalty) is no more than 8

From 29 April 2013 - revised Directorates & Services

	Culture & Community						SCL	F&C	Culture, Community & Economic Development					Children, Adults & Housing					Resources										
	Public Protection	Housing Issues	StreetCare	Customer Services	Benefits & Revenues	*Homes & Housing*	Learning & Achievement	Development & Building Control	StreetCare	Public Protection	Development & Building Control	Customer Services		Learning & Achievement	Children & YP's Services	Adult Social Care	Homes & Housing (Housing Needs)	Homes & Housing (Estate & Maintenance)	Exchequer Services	Legal & Democratic Services	Asset Management	General: Member & non 'Service specific' issues		**Complaint *Elements*** under Investigation		Complaint *Elements - PVs Recd whether investigated or not*		Completed/Omb D./OSJ/No Inv.		Premature - or enquiries		Total of **Complaint *Elements***
Complaints under investigation - "A":	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**0**	**0**				**0**	**1**	**1**	**0**	**0**	**0**	**0**	**0**	=	**4**	+	**3**	+	**44**	+	**34**	=	**85**
Provisional Views Received - "B":	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**				**0**	**0**	**2**	**0**	**0**	**0**	**0**	**0**										
Complaints determined:																																
Investigation complete & report Issued S30(1)	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**				**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**						**0**				
Investigation complete (with financial penalty)	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**				**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**						**1**				
Investigation complete (no fiancial penalty)	1	1	1	0	0	0	0	1	0	0	4				0	1	2	2	1	1	0	0						**15**				
Investigation discontinued	0	0	0	0	1	0	0	0	0	0	0				1	0	0	0	0	0	0	0						**2**				
No investigation	0	0	0	1	0	0	0	0	1	0	0				0	1	0	0	2	0	0	0						**5**				
OSJ & discretion not exercised	0	0	1	0	1	1	0	0	3	1	1				1	2	0	0	3	0	1	0						**15**				
OSJ & no discretion	0	0	0	0	1	0	0	0	0	0	0				0	0	0	2	2	0	0	1						**6**				
Complaint ***Elements*** Completed - not Premature - **"C"**:	1	1	2	1	3	1	0	1	4	1	5	0	0	0	2	4	2	4	9	1	1	1						**44**				
Prematures & LGO enquiries - **"D"**:	0	1	1	0	2	1	0	0	3	0	4			0	3	2	8	3	3	0	0	3								**34**		
Totals - A, B,C & D:	**1**	**2**	**3**	**1**	**5**	**2**	**1**	**1**	**8**	**1**	**10**	**0**	**0**	**0**	**5**	**7**	**13**	**7**	**12**	**1**	**1**	**4**		**85**								

Printed on: 21/01/2014