

Local Government Ombudsman (LGO) and Housing Ombudsman Service (HOS) cases and decisions on Standards issues Monthly Update

The following few pages are intended to provide Members with an overview of complaints considered by councillors at Stage Three of the Corporate Complaints process or by the Local Government and Housing Services Ombudsmen.

This is but a brief summary and I can provide you with additional details about activity within your ward should you require it. There is also a link to much more detail concerning all cases considered by the LGO should you wish to see what complaints have been brought against the council. If you require any further information about that database, please contact my colleague Jacqui Barr (extn. 2439).

LGO Current Position: to 31 October 2014, cases by Ward

In the following PDF will be found a chart showing current Ombudsman activity displayed in Service Area within Directorates. As there were six cases open at 31 March, they have been brought forward as part of the overall statistics. These are included in the “year to date” figures and I have added a summary for those cases added during **October**.

Ombudsman Cases summary:

During **October** the Council received four new contacts from the Ombudsman, three of which were enquiries. One involved Traffic & Parking, another was in relation to Housing Needs whilst the third enquiry was about Benefits. The fourth contact was an investigation about a school appeal. All contacts have been answered. During the month, the Council was informed that two cases had been ended, one involving Children’s Services, the other, a school appeal. Neither was upheld and no maladministration was recorded. In addition, a “premature” case referred to the Council was closed as the complainant had not pursued the matter and also during the month, the Council was informed that a case which had been recorded against Adult Social care was not against Havering and so this was removed and the records amended accordingly.

The Housing Ombudsman Service

During October a recently closed Housing Ombudsman case was re-opened as it appeared not all the issues had been successfully addressed. During the month, the Council closed three old cases which had been closed by the Housing Ombudsman, but which had not been notified to the Council.

Standards issues:

There was no activity under the Standards procedures during October, though at the request of the Chair of the Adjudication & Review Committee, a review of the protocols and procedure of the way in which Havering deals with complaints about complaints about Member conduct has commenced.

Other information:

We are continuing to add to the final decisions from the Ombudsman and these can be viewed on the Intranet and can be accessed via:

<https://intranet.havering.gov.uk/index.aspx?articleid=21830>

You will find a general page with other links to various LGO organisations and links to further pages set out in complaint categories and within each of these will be found PDFs containing the LGO final decisions. A glossary of abbreviations used with the decisions will be found on the general page. In future, decisions will be added as they are received.

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Ombudsman Activity: by Ward

Detailed summary of Ombudsman activity by service area within Directorate & Service and by wards. Wards **not shown** have **no** Ombudsman activity within them. Wards and services highlighted contain the highest activity **to date**. Includes six cases brought forward from 2013/14.

Directorate	Service	Service Delivery Area	Brooklands	Cranham	Elm Park	Emerson Park	Gooshays	Hacton	Harold Wood	Havering Park	Hylands	Mawneys	Pettits	Rainham & wennington	Romford Town	South Hornchurch	Squirrels Heath	St Andrews	Upminster	O/S Borough	Grand Total
Culture, Community & Economic Development	Regulatory Services	Projects & Compliance					1														1
		Planning issues															2				2
	Corporate & Customer Transformation	Customer Services	1																		1
	StreetCare	Traffic & Parking			1						2	1			1	1		2	1		9
Children, Adults and Housing	Homes & Housing	Housing Needs	1				3								2			2		2	10
	Learning & Achievement	Child & Community Psychology/SEN						1	2												3
		Quality Assurance/School Improvement				1															1
	Children's Services	Triage MASH & Assessment														2					2
		Under 12s	2																		2
	Adult Services	Preventative & Assessment											1								1
		Access & Assessment																		1	1
		Commissioning																		1	1
		Safeguarding															1				1
oneSource	Exchequer & Transactional Services	Benefits & Council Tax								1				2			1				4
	Legal & Governance	School Appeals		1		1							1								3
Grand Total			4	1	1	2	4	1	2	1	2	1	2	2	3	3	4	4	1	4	42

Ombudsman Activity: by Ward

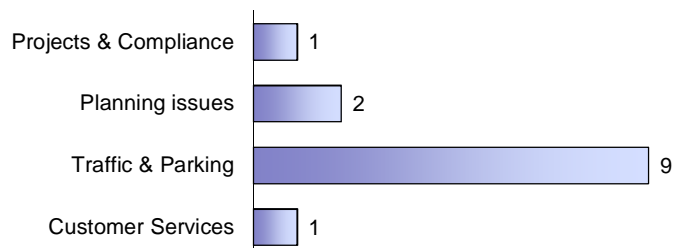
Ward Totals for the month of: OCTOBER							
Directorate	Service	Service Delivery Area	Emerson Park	Gooshays	Havering Park	South Hornchurch	Grand Total
Culture, Community & Economic Development	StreetCare	Traffic & Parking				1	1
Children, Adults and Housing	Homes & Housing	Housing Needs		1			1
oneSource	Exchequer & Transactional Services	Benefits & Council Tax			1		1
	Legal & Governance	School Appeals	1				1
Grand Total			1	1	1	1	4

Ombudsman investigations: By Service Area in Group Directorates

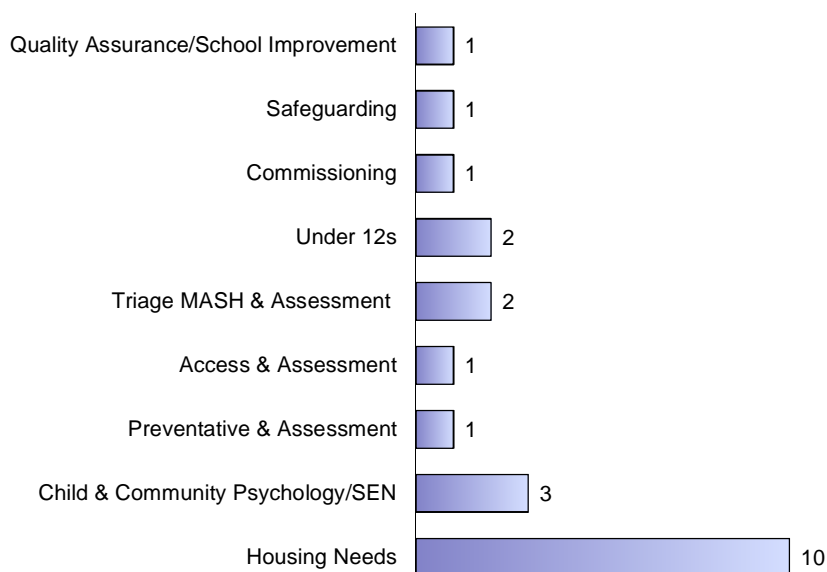
From 1 April 2014 (including open cases brought forward)

Culture, Community & Economic Development - B/Forward 2. From 1 April 2014 to date 11.

Total: 13



Children, Adults and Housing - B/Forward 3. From 1 April 2014 to date 19. Total: 22

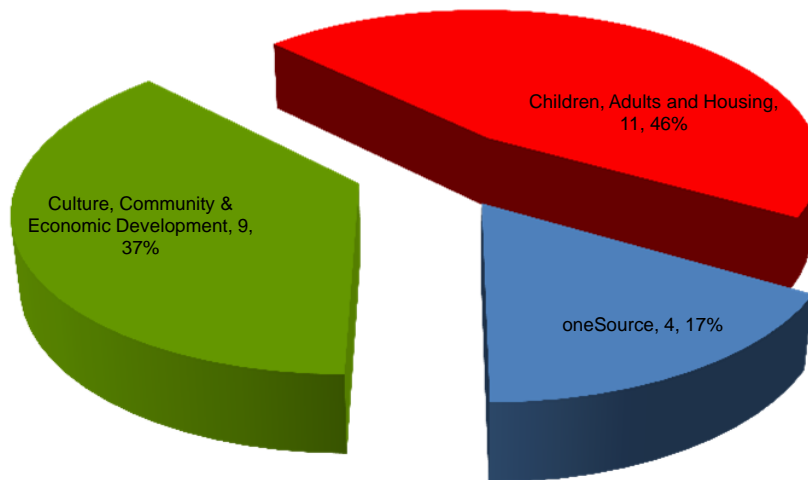


oneSource - Total from 1 April 2014 to date: 7

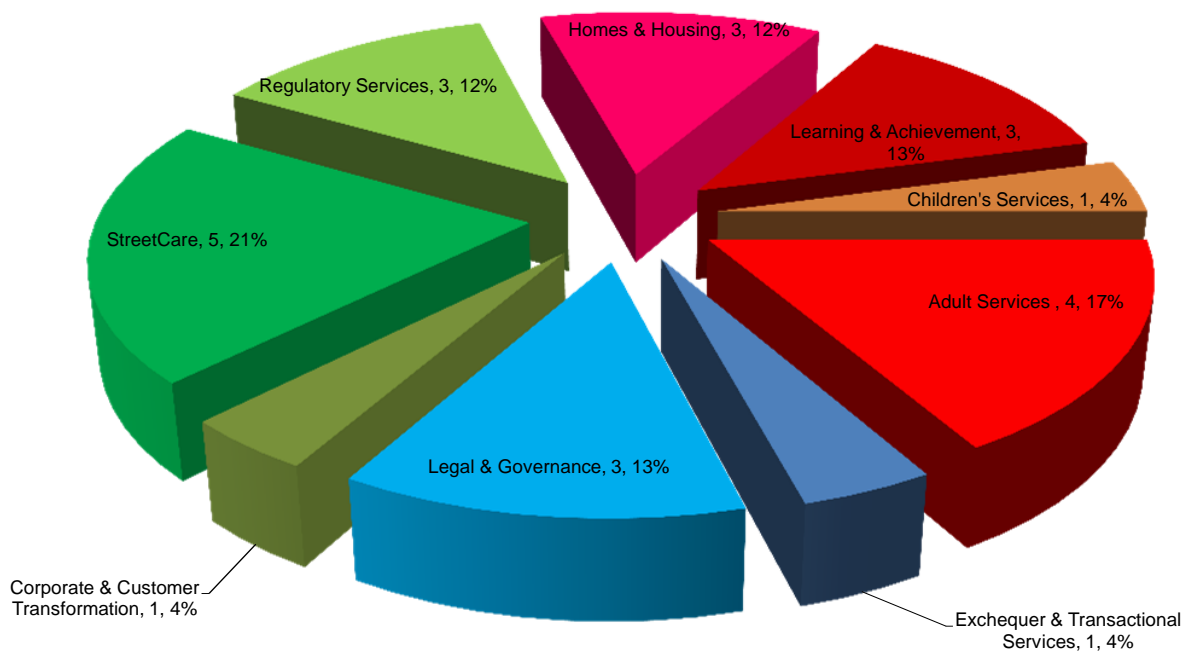


Evaluation of Ombudsman Activity

**Directorate Involvement - Total of complaint elements from the LGO
(whether investigated or not) to 31 October 2014: 24
(6 cases were brought forward from 2013/14)**

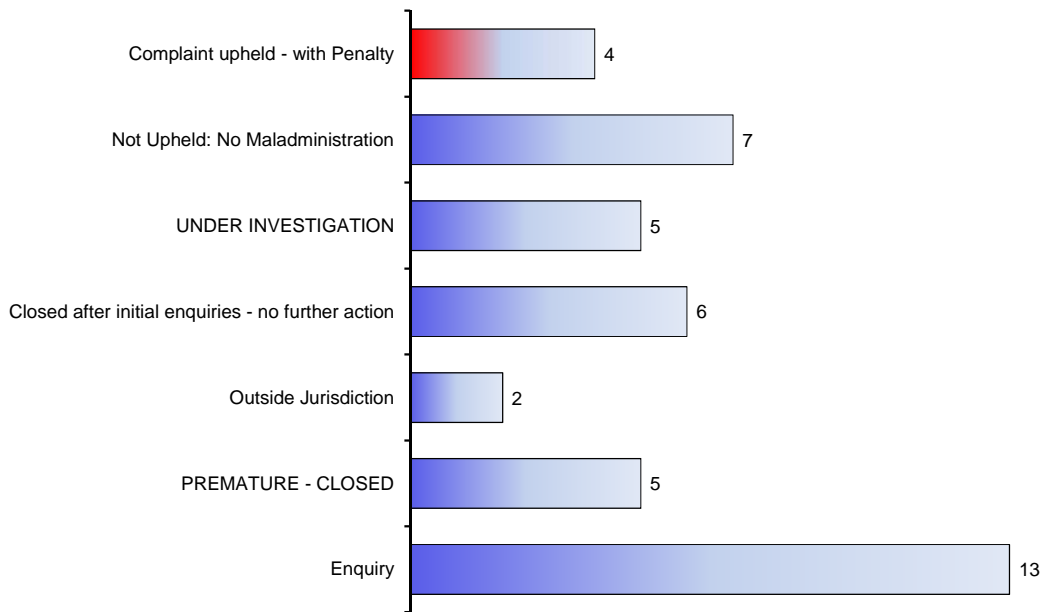


**Service Area Involvement - Total complaint elements from the LGO
(whether investigated or not) to 31 October 2014: 24
(6 cases were brought forward from 2013/14)**



Evaluation of Ombudsman Activity

Total of ALL complaints received between 1 April 2014 - 31 March 2015: 42
including enquiries and premature complaints referred back to the Council and dealt with under the Corporate Complaints procedure



Identifying multiple contacts from the Ombudsman for the year 1 April 2014 to 31 March 2015

KEY: E = Enquiry, P = Premature, D = LGO Decision (without investigation), I = Investigation by LGO

Children, Adults & Housing

Homes & Housing I E → P P D E → D E → P E

Adult Services I I D D

Children's Services E → P E → D

Learning & Achievement I D E → D

22 16

Culture, Community & Economic Development

Regulatory Services I D D

StreetCare D E → D E → D I I E E

Corporate & Customer Transformation I

13 11

oneSource

Council Tax & Benefits D E → P E

Business Rates

Asset Management

School Appeals I I I

General & Member Issues

Complaint ELEMENTS

7

Individual COMPLAINTS

6

Notes:

42

33

(Six cases were brought forward from 2013/14)

2014/15 BVPI target for maladministration is 0 and no more than 8 instances where penalties are awarded

From 1 April 2014 - revised Directorates & Services including oneSource areas

		Culture, Community & Economic Development				Children, Adults & Housing						oneSource									
		StreetCare	Public Protection	Planning & Building Control	Customer Services	Learning & Achievement	Children's Services	Business & Performance	Adult Services	Homes & Housing (Housing Needs)	Homes & Housing (Estate & Maintenance)	School Appeals	Council Tax & Benefits	Business rates	Asset Management	General: Member & non 'Service specific' issues	Complaint <i>Elements</i> under Investigation	Complaint <i>Elements</i> - <i>PVs Recd</i> whether investigated or not	Completed/Omb D./OSJ/No Inv.	Premature - or enquiries	Total of Complaint <i>Elements</i>
Complaints under investigation - "A":		2	0	0	0	0	0	0	2	0	0	1	0	0	0	0	= 5	+ 0	+ 19	+ 18	= 42
Provisional Views Received - "B":		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Complaints determined:																					
Report issued: Upheld; maladministration and injustice		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Report issued: Upheld; maladministration, no injustice		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Report issued: Not upheld; no maladministration		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Upheld; maladministration and injustice		0	0	1	0	1	0	0	1	1	0	0	0	0	0	0			4		
Upheld; maladministration, no injustice		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0		
Not upheld; no maladministration		0	0	1	1	0	0	0	1	0	0	2	1	0	0	0			6		
Closed after initial enquiries - out of jurisdiction		0	0	0	0	0	1	0	0	0	0	0	0	0	0	0			1		
Closed after initial enquiries - no further action		3	0	0	0	1	0	0	0	1	0	0	0	0	0	0			5		
Not upheld: No further action		0	0	1	0	1	0	0	0	1	0	0	0	0	0	0			3		
Complaint <i>Elements</i> Completed - not Premature - "C":		3	0	3	1	3	1	0	2	3	0	2	1	0	0	0			19		
Prematures & LGO enquiries - "D":		4	0	0	0	1	3	0	0	7	0	0	3	0	0	0					18
Totals - A, B,C & D:		9	0	3	1	4	4	0	4	10	0	3	4	0	0	0		42			

Local Government Ombudsman Referrals: 1 April 2014 – 31 March 2015 - Analysed by Month

33 Referrals from the Ombudsman (by reference number) - could include multiple elements: enquiry, premature and investigation

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
5	Ongoing Complaints (Investigations only) b/fwd from 2013/14												
28	New Complaints were reported from 1 April 2013 to date (including Prematures & enquiries)	3	4	5	1	8	3	4	0	0	0	0	0
Of which	5 were Premature - normally L2 complaints referred back to the Council	2	1	0	0	2	0	0	0	0	0	0	0
and	4 were enquiries by the LGO which have NOT been changed by further actions	0	0	0	0	0	1	3	0	0	0	0	0
	12 were not investigated (decisions already made by the LGO e.g: OSJ, Provisional View etc.)	0	3	4	0	4	1	0	0	0	0	0	0
	1 Provisional View on investigated cases currently pending LGO decision	1	0	0	0	0	0	0	0	0	0	0	0
and	10 Investigations completed	3	0	2	2	1	0	2	0	0	0	0	0
Leaving	1 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date	2	cases have received a substantive response in an average of	15	working days
There have so far been	12	cases which were not "investigated" - though some may have required a response to LGO questions		
There are currently	2	complaints awaiting an initial response		
There is currently	0	premature complaint being processed		

The Ombudsman's anticipated response time is currently **20 working** days

72 Referrals from the Ombudsman (by reference number) - could include multiple elements: enquiry, premature and investigation

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0	Ongoing Complaints (Investigations only) b/fwd from 2012/13												
72	New Complaints were reported from 1 April 2013 to date (including Prematures & enquiries)	11	7	5	8	5	4	9	4	4	4	8	3
Of which	10 were Premature - normally L2 complaints referred back to the Council	0	1	2	2	0	1	0	0	0	1	3	0
and	4 were enquiries by the LGO which have not been superceded by a later Ombudsman "decision"	0	0	0	0	0	0	0	0	1	1	2	0
	37 were not investigated (decisions already made by the LGO e.g: OSJ, Provisional View etc.)	6	3	2	4	5	2	5	2	2	2	2	2
	1 Provisional View on investigated cases currently pending LGO decision	0	0	0	0	0	0	1	0	0	0	0	0
and	16 Investigations completed	0	0	2	0	5	2	1	1	0	4	1	0
Leaving	4 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date	20	cases have received a substantive response in an average of	15	working days
There have so far been	37	cases which were not "investigated" - though some may have required a response to LGO questions		
There are currently	1	complaints awaiting an initial response		
There is currently	0	premature complaint being processed		

The Ombudsman's anticipated response time is currently **20 working** days