

Local Government Ombudsman Complaint Elements - by Service 1 April 2014 - 31 March 2015:

(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

Revised figures after comparison with LGO's Annual Letter

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

Complaint Elements under Investigation	Children, Adults & Housing										oneSource	Completed/Omb D./OSJ/No Inv.	+ 3	+ 6	= 50	Premature - or enquiries	= 93	
	StreetCare	Planning & Building Control	Parks & Open Spaces	Customer Services	Learning & Achievement	Children's Services	Adult Services	Homes & Housing (Housing Needs)	Homes & Housing (Estate & Maintenance)	School Appeals								Council Tax & Benefits
Complaints under investigation - "A":	3	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0
Provisional Views Received - "B":	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Complaints determined:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Report issued: Upheld; maladministration and injustice	0	0	0	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	0	0	0
Report issued: Not upheld; no maladministration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upheld; maladministration and injustice	0	1	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0
Upheld; maladministration, no injustice	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
Not upheld; no maladministration	1	1	0	2	0	1	2	0	0	3	1	0	0	0	0	0	0	0
Closed after initial enquiries - out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed after initial enquiries - no further action	4	1	0	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Not upheld: No further action	1	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0
Complaint Elements Completed - not Premature - "C":	6	5	0	2	4	1	5	4	0	4	3	0	0	0	0	0	0	0
Prematures & LGO enquiries - "D":	11	4	2	1	1	5	3	9	6	1	5	2	0	0	0	0	0	0
Totals - A, B, C & D:	20	10	2	3	5	6	10	16	6	5	8	2	0	0	0	0	0	0

Complaints determined:
 Report issued: Upheld; maladministration and injustice
 Report issued: Upheld; maladministration, no injustice
 Report issued: Not upheld; no maladministration
 Upheld; maladministration and injustice
 Upheld; maladministration, no injustice
 Not upheld; no maladministration
 Closed after initial enquiries - out of jurisdiction
 Closed after initial enquiries - no further action
 Not upheld: No further action
 Complaint Elements Completed - not Premature - "C":
 Prematures & LGO enquiries - "D":
 Totals - A, B, C & D: