

Local Government Ombudsman (LGO) and Housing Ombudsman Service (HOS) cases and decisions on Standards issues Updates for May, June & July 2015

The following pages are intended to provide Members with an overview of complaints considered by the Local Government and Housing Services Ombudsmen.

I apologise for the absence of these reports on a monthly basis, but it has not been feasible to process the data until now. 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 31st July 2015, cases by Ward

In the following PDF will be found a chart showing current Ombudsman activity displayed in Service Area within Directorates. A recent audit of data discovered that there were only five cases bopen at the 31st March and this has been amended so some of the information displayed from April to June will look slightly different in the July statistics.

Ombudsman Cases summary:

During the past three months, the LGO has had 26 contacts with the Council: Seven in May, 11 in June and eight in July. Of these, 10 were enquiries and of these, five were referred back to the Council for consideration through its complaints procedure, two led to the LGO coming to a decision without further reference to the Council and two led onto investigations. A further enquiry has, so far, gone no further, whilst there was a fifth "Premature" which came from an enquiry in April.

The remaining six cases were notifications by the LGO – without prior contact – that a complaint had been received and was being investigated (5) and one case where the LGO simply announced a decision. Of the four June cases where the Ombudsman chose to conduct an investigation, three draft decisions have been received. Of these, two indicate that there was some fault in the way the Council had acted – one causing injustice to the complainant, whilst the third was a finding of no fault.

On the whole, the LGO has found very few failings by the Council.

The Housing Ombudsman Service

During the period 1st May – 31st July the Housing Ombudsman has raised six cases with the Council. These are currently being processed and the most interesting procedural point of note is that the HOS appears to have adopted the LGO's way of presenting cases and requesting information.

Standards issues:

There was one issue which came before an Assessment Panel during the period. The matter was considered and dismissed.

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.haverling.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.

Grant Söderberg, (extn) 3091, e-mail: grant.soderberg@onesource.com

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 ten cases brought forward from 2014/15.

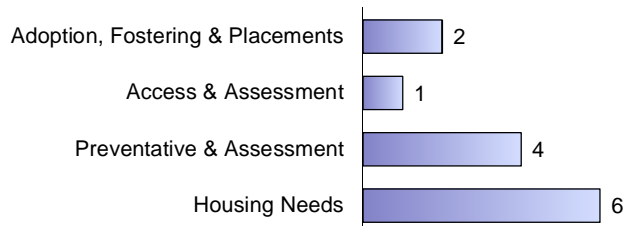
Directorate	Service	Service Delivery Area	Cranham	Gooshays	Hacton	Heaton	Hylands	Mawneys	Pettits	Romford Town	South Hornchurch	Upminster	O/S Borough	Grand Total
Children, Adults and Housing	Adult Services	Preventative & Assessment	1	2									1	4
		Access & Assessment											1	1
	Housing	Housing Needs		2				1	1	1			1	6
	Children's Services	Adoption, Fostering & Placements				2								2
Communities & Resources	Regulatory Services	Planning issues					1		1					2
	StreetCare	Traffic & Parking									1	1		2
		Highways			2					2			2	6
	Customer Services	Blue Badges					1							1
oneSource	Finance	Fraud				1								1
Grand Total			1	4	2	3	2	1	2	3	1	1	5	25

Ward Totals for the month of: MAY								
Directorate	Service	Service Delivery Area	Hacton	Heaton	Gooshays	Pettits	O/S Borough	Grand Total
Children, Adults and Housing	Adult Services	Preventative & Assessment			1			1
	Housing	Housing Needs				1	1	2
	Children's Services	Adoption, Fostering & Placements		1				1
Communities & Resources	StreetCare	Highways	2				1	3
Grand Total			2	1	1	1	2	7

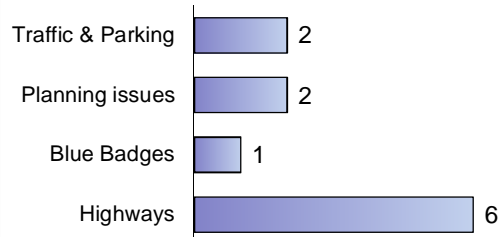
Ombudsman investigations: By Service Area in Group Directorates

From 1 April 2014 (including open cases brought forward)

Children, Adults and Housing - B/Forward 5. From 1 April 2015 to date 8. Total: 13



Communities & Resources - B/Forwards 5. From 1 April 2015 to date 6. Total: 11

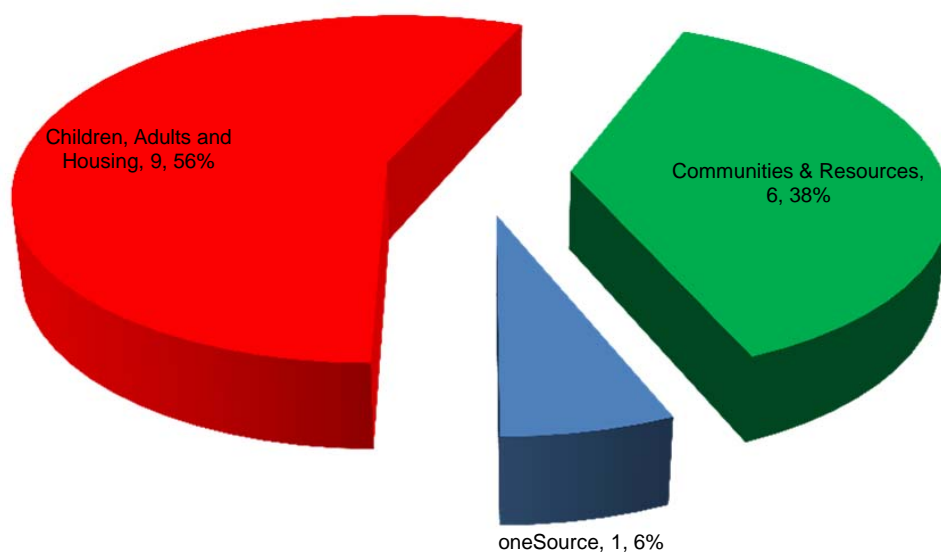


oneSource - Total from 1 April 2015 to date: 1

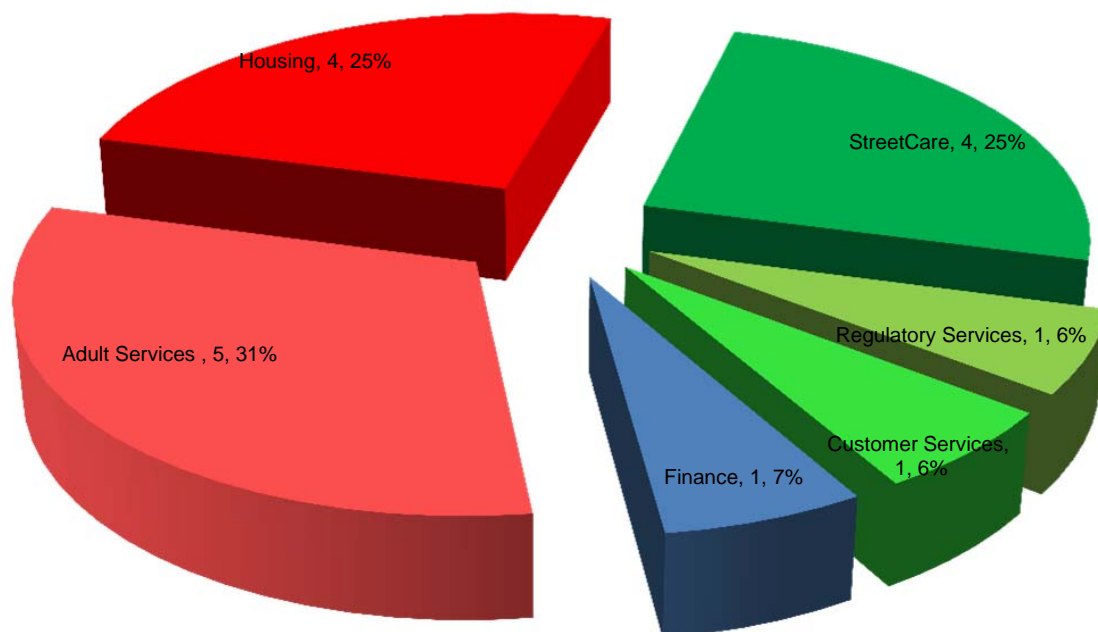


Evaluation of Ombudsman Activity

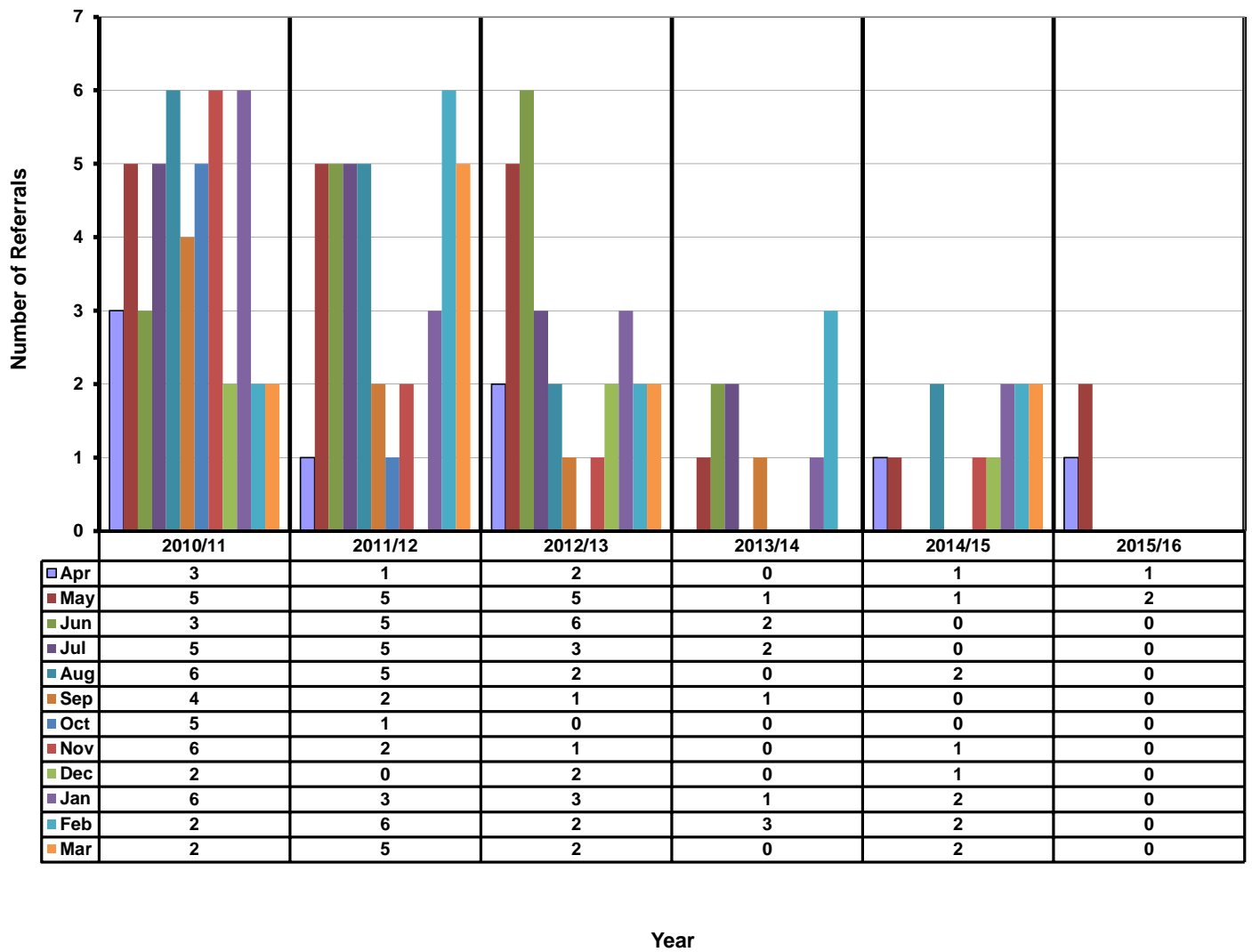
**Directorate Involvement - Total of complaint elements from the LGO
(whether investigated or not) to 31 May 2015: 6
(10 ongoing cases were brought forward from 2014/15)**



**Service Area Involvement - Total complaint elements from the LGO
(whether investigated or not) to 31 May 2015: 6
(10 ongoing cases were brought forward from 2014/15)**



LGO Referrals - Premature Complaints - year-on-year



Year	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	Grand Total
Prematures:	49	40	29	10	12	3	143
Cases Referred:	45	59	73	62	42	9	290
Total:	94	99	102	72	54	12	433

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

Printed on: 03/06/2015

Local Government Ombudsman **Referrals**: 1 April 2015 – 31 March 2016 - Analysed by Month

22 **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
10	Brought Forward Complaints from 2014/15 (Investigations only) including 4 Draft Decisions												
12	New Complaints were reported from 1 April 2015 to date (including Prematures & enquiries)	6	6	0	0	0	0	0	0	0	0	0	0
Of which	3 were Premature - normally L2 complaints referred back to the Council	1	2	0	0	0	0	0	0	0	0	0	0
and	3 were enquiries by the LGO which have NOT been changed by further actions	1	2	0	0	0	0	0	0	0	0	0	0
	4 were not investigated (decisions already made by the LGO e.g: OSJ, Draft Decisions etc.)	3	1	0	0	0	0	0	0	0	0	0	0
	2 Draft Decisions on investigated cases currently pending LGO decision	0	2	0	0	0	0	0	0	0	0	0	0
and	3 Investigations completed	2	1	0	0	0	0	0	0	0	0	0	0
Leaving	7 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date **0** cases have received a substantive response in an average of **#####** working days
There have so far been **4** cases which were not "investigated" - though some may have required a response to LGO questions
There is currently **2** complaint awaiting an initial response

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

58 **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
4	Ongoing Complaints (Investigations only) b/fwd from 2013/14												
54	New Complaints were reported from 1 April 2014 to date (including Prematures & enquiries)	2	4	5	1	8	3	1	7	1	6	4	12
Of which	12 were Premature - normally L2 complaints referred back to the Council	1	1	0	0	2	0	0	1	1	2	2	2
and	4 were enquiries by the LGO which have NOT been changed by further actions	0	0	0	0	0	1	0	1	0	0	0	2
	23 were not investigated (decisions already made by the LGO e.g: OSJ, Provisional View etc.)	0	3	4	0	4	1	0	3	0	2	2	4
	3 Provisional View on investigated cases currently pending LGO decision	0	0	0	0	0	0	0	0	1	0	0	2
and	10 Investigations completed	2	0	2	1	0	0	1	2	1	0	0	1
Leaving	6 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date **11** cases have received a substantive response in an average of **17** working days
There have so far been **22** cases which were not "investigated" - though some may have required a response to LGO questions
There is currently **4** complaint awaiting an initial response
There are currently **2** premature complaints 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 superseded 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**

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 ten cases brought forward from 2014/15.

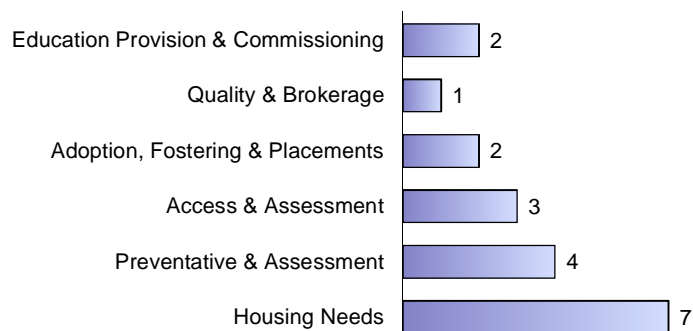
Directorate	Service	Service Delivery Area	Cranham	Goosays	Hacton	Harold Wood	Heaton	Hylands	Mawneys	Pettits	Rainham & Wennington	Romford Town	South Horchurch	Upminster	O/S Borough	Grand Total
Children, Adults and Housing	Adult Services	Preventative & Assessment	1	2											1	4
		Access & Assessment				1					1				1	3
		Quality & Brokerage													1	1
	Housing	Housing Needs		2					1	2		1			1	7
	Children's Services	Adoption, Fostering & Placements					2									2
	Learning & Achievement	Education Provision & Commissioning							2							2
Communities & Resources	Regulatory Services	Planning issues						1		1						2
		Environmental Health	1													1
	StreetCare	Traffic & Parking										1	1	1	1	4
		Highways			2							2			2	6
	Customer Services	Blue Badges			2			1								3
oneSource	Finance	Fraud					1									1
Grand Total			2	4	4	1	3	2	3	3	1	4	1	1	7	36

Ward Totals for the month of: JUNE											
Directorate	Service	Service Delivery Area	Cranham	Hacton	Harold Wood	Mawneys	Pettits	Rainham & Wennington	Romford Town	O/S Borough	Grand Total
Children, Adults and Housing	Adult Services	Access & Assessment			1			1			2
		Quality & Brokerage								1	1
	Housing	Housing Needs					1				1
	Learning & Achievement	Education Provision & Commissioning				2					2
Communities & Resources	Regulatory Services	Environmental Health	1								1
	StreetCare	Traffic & Parking							1	1	2
	Customer Services	Blue Badges		2							2
Grand Total			1	2	1	2	1	1	1	2	11

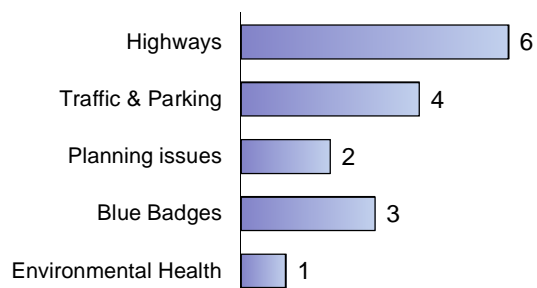
Ombudsman investigations: By Service Area in Group Directorates

From 1 April 2014 (including open cases brought forward)

Children, Adults and Housing - B/Forward 5. From 1 April 2015 to date 14. Total: 19



Communities & Resources - B/Forwards 5. From 1 April 2015 to date 11. Total: 16

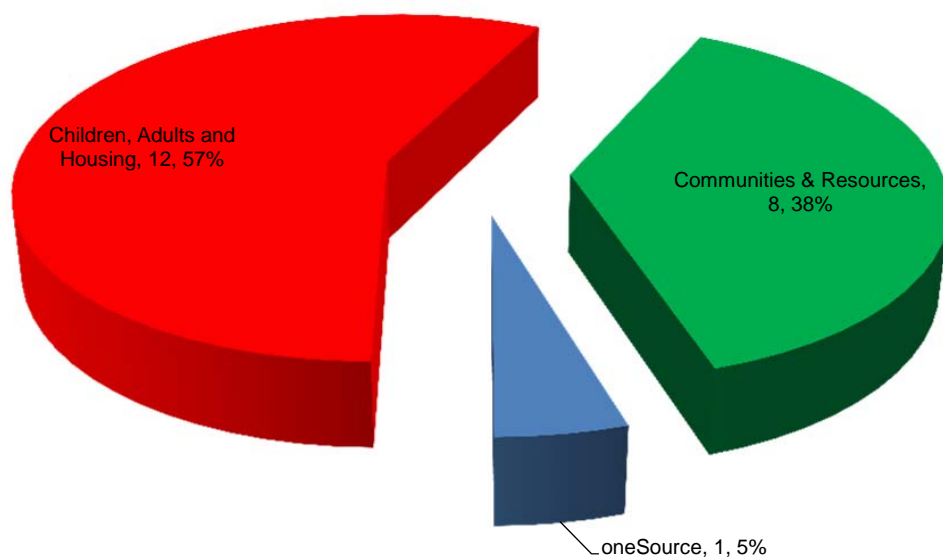


oneSource - Total from 1 April 2015 to date: 1

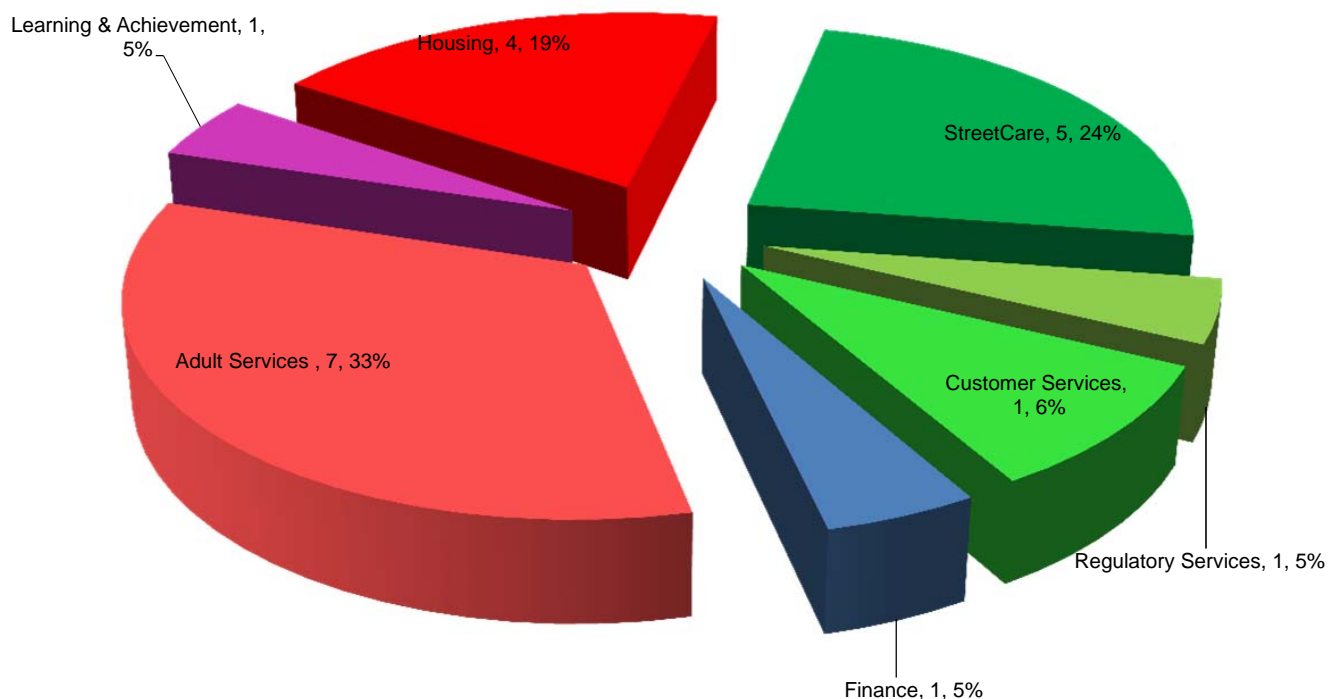


Evaluation of Ombudsman Activity

**Directorate Involvement - Total of complaint elements from the LGO
(whether investigated or not) to 30 June 2015: 11
(10 ongoing cases were brought forward from 2014/15)**



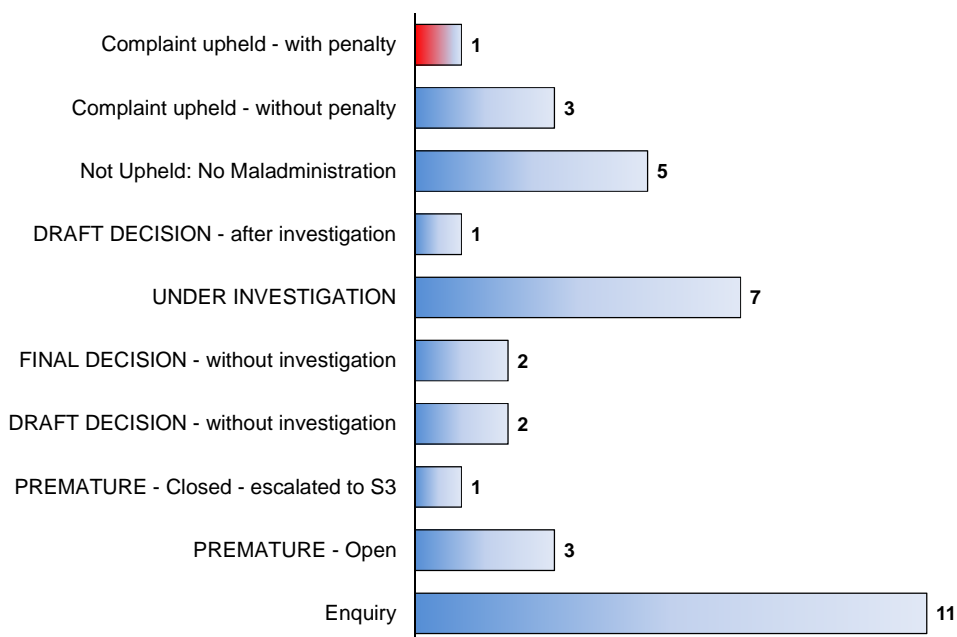
**Service Area Involvement - Total complaint elements from the LGO
(whether investigated or not) to 30 June 2015: 11
(10 ongoing cases were brought forward from 2014/15)**



Evaluation of Ombudsman Activity

Total of ALL complaints received between 1 April 2015 and 31 March 2016: 36

Including enquiries & 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 2015 to 31 March 2016

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

Children, Adults & Housing

Housing: D, E, E → P

Adult Services: D, I, I, E, I, I

Children's Services: E → P

Learning & Achievement: E → D

13 10

Communities & Resources

(from 1 January 2015)

Regulatory Services: E

Public Health: E

StreetCare: E → P, E → P, D, I, E

Corporate & Customer Transformation: E → I

Parks & Open Spaces

12 9

oneSource

Council Tax & Benefits

Finance: D

Legal Services

School Appeals

1 1

General & Member Issues

Complaint ELEMENTS

Individual COMPLAINTS

Notes:

26

20

Local Government Ombudsman Complaint Elements - by Service 1 April 2015 - 31 March 2016:

(TEN cases were brought forward from 2014/15)

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

Communities & Resources					Children, Adults & Housing					oneSource				
StreetCare	Parks & Open Spaces	Planning & Building Control	Public Protection	Customer Services	Learning & Achievement	Children's Services	Adult Services	Housing (Housing Needs)	Housing (Estate & Maintenance)	School Appeals	Council Tax & Benefits	Finance, Insurance & Fraud	Legal Services	General: Member & non 'Service specific' issues
4	0	0	0	1	0	0	2	1	0	0	0	0	0	0
0	0	1	0	1	0	0	2	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	2	1	0	0	0	0	0	0
0	0	0	0	0	0	0	1	1	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	1	0	3	3	0	0	0	1	0	0
5	0	1	1	1	1	2	1	3	0	0	0	0	0	0
10	0	2	1	3	2	2	8	7	0	0	0	1	0	0
Complaints under investigation - "A":														
Draft Decisions Received - "B":														
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:														

Complaint Elements under Investigation

8

Complaint Elements - PVs Recd whether investigated or not

4

Completed/Omb D./OSJ/No Inv.

9

Premature - or enquiries

15

Total of Complaint Elements

36

0

0

0

1

3

3

0

9

15

Local Government Ombudsman Referrals: 1 April 2015 – 31 March 2016 - Analysed by Month

28 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
10	Brought Forward Complaints from 2014/15 (Investigations only) including 4 Draft Decisions												
18	New Complaints were reported from 1 April 2015 to date (including Prematures & enquiries)	6	5	7	0	0	0	0	0	0	0	0	0
Of which	4 were Premature - normally L2 complaints referred back to the Council	1	2	1	0	0	0	0	0	0	0	0	0
and	4 were enquiries by the LGO which have NOT been changed by further actions	1	1	2	0	0	0	0	0	0	0	0	0
	5 were not investigated (decisions already made by the LGO e.g: OSJ, Draft Decisions etc.)	3	1	1	0	0	0	0	0	0	0	0	0
	3 Draft Decisions on investigated cases currently pending LGO decision	0	1	2	0	0	0	0	0	0	0	0	0
and	5 Investigations completed	2	1	2	0	0	0	0	0	0	0	0	0
Leaving	7 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date **1** cases have received a substantive response in an average of **18 working days**
 There have so far been **4** cases which were not "investigated" - though some may have required a response to LGO questions
 There is currently **2** complaint awaiting an initial response

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

58 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
4	Ongoing Complaints (Investigations only) b/fwd from 2013/14												
54	New Complaints were reported from 1 April 2014 to date (including Prematures & enquiries)	2	4	5	1	8	3	1	7	1	6	4	12
Of which	12 were Premature - normally L2 complaints referred back to the Council	1	1	0	0	2	0	0	1	1	2	2	2
and	4 were enquiries by the LGO which have NOT been changed by further actions	0	0	0	0	0	1	0	1	0	0	0	2
	23 were not investigated (decisions already made by the LGO e.g: OSJ, Provisional View etc.)	0	3	4	0	4	1	0	3	0	2	2	4
	3 Provisional View on investigated cases currently pending LGO decision	0	0	0	0	0	0	0	0	1	0	0	2
and	10 Investigations completed	2	0	2	1	0	0	1	2	1	0	0	1
Leaving	6 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date **11** cases have received a substantive response in an average of **17 working days**
 There have so far been **22** cases which were not "investigated" - though some may have required a response to LGO questions
 There is currently **4** complaint awaiting an initial response
 There are currently **2** premature complaints 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 superseded 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**

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 ten cases brought forward from 2014/15.

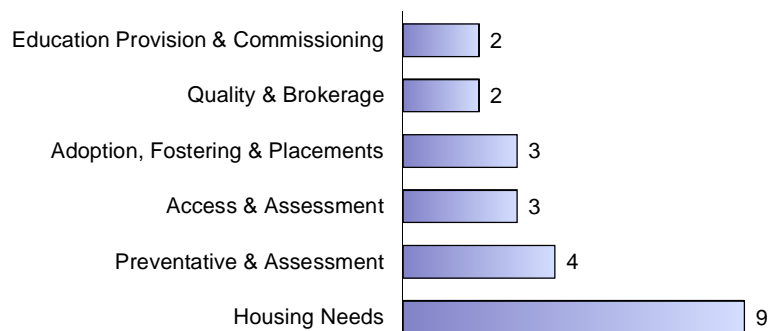
Directorate	Service	Service Delivery Area	Cranham	Gooshaays	Hacton	Harold Wood	Heaton	Hylands	Mawneys	Pettits	Rainham & Wennington	Romford Town	South Hornchurch	Upminster	O/S Borough	Grand Total
Children, Adults and Housing	Adult Services	Preventative & Assessment	1	2											1	4
		Access & Assessment				1					1				1	3
		Quality & Brokerage													2	2
	Housing	Housing Needs		2			2		1	2		1			1	9
	Children's Services	Adoption, Fostering & Placements					2							1		3
	Learning & Achievement	Education Provision & Commissioning							2							2
Communities & Resources	Regulatory Services	Planning issues						1		1						2
		Environmental Health	2													2
	StreetCare	Traffic & Parking										2	1	1	1	5
		Highways			2							2			2	6
	Customer Services	Blue Badges			2											2
oneSource	Finance	Fraud					1									1
Corporate & Member Issues	Corporate	Corporate												2		2
Grand Total			3	4	4	1	5	1	3	3	1	5	1	4	8	43

Ward Totals for the month of: JULY								
Directorate	Service	Service Delivery Area	Cranham	Heaton	Romford Town	Upminster	O/S Borough	Grand Total
Children, Adults and Housing	Adult Services	Quality & Brokerage					1	1
	Housing	Housing Needs		2				2
	Children's Services	Adoption, Fostering & Placements				1		1
Communities & Resources	Regulatory Services	Environmental Health	1					1
Grand Total			1	2	1	3	1	8

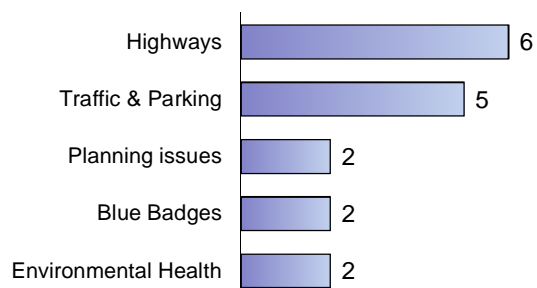
Ombudsman investigations: By Service Area in Group Directorates

From 1 April 2014 (including open cases brought forward)

Children, Adults and Housing - B/Forward 5. From 1 April 2015 to date 18. Total: 23



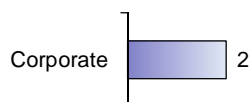
Communities & Resources - B/Forwards 5. From 1 April 2015 to date 12. Total: 17



oneSource - Total from 1 April 2015 to date: 1

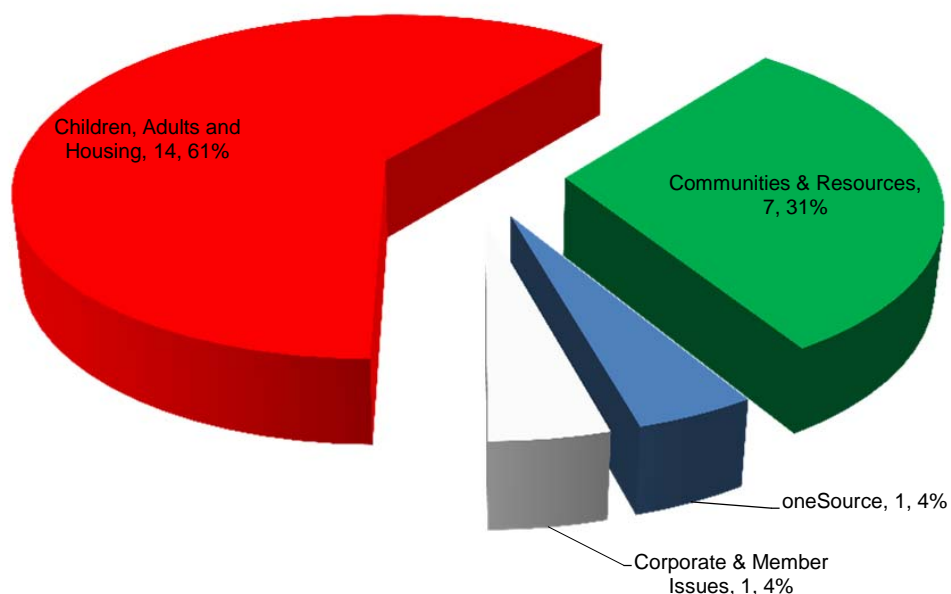


Corporate & Member Issues - Total from 1 April 2015 to date: 2

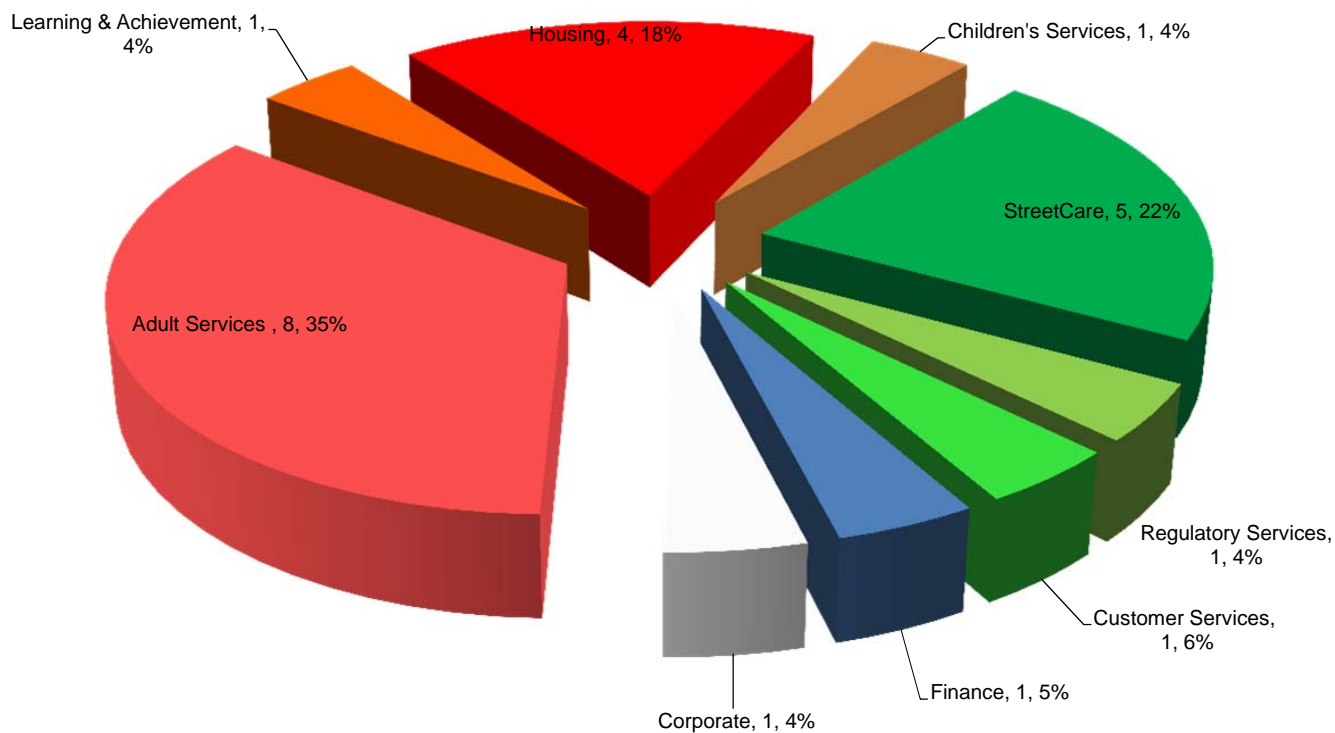


Evaluation of Ombudsman Activity

**Directorate Involvement - Total of complaint elements from the LGO
(whether investigated or not) to 31 July 2015: 14
(9 ongoing cases were brought forward from 2014/15)**



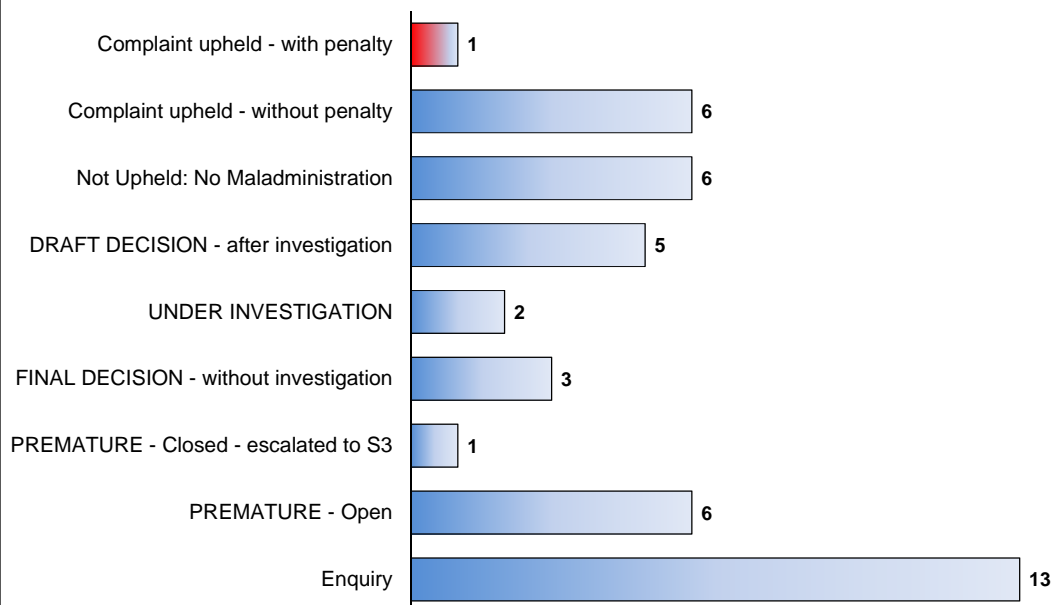
**Service Area Involvement - Total complaint elements from the LGO
(whether investigated or not) to 31 July 2015: 14
(9 ongoing cases were brought forward from 2014/15)**



Evaluation of Ombudsman Activity

Total of ALL complaints received between 1 April 2015 and 31 March 2016: 43 (including 9 cases open at 31 March 2015 & brought forward)

Includes enquiries & premature complaints referred back to the Council and dealt with under the Corporate Complaints pr



Identifying multiple contacts from the Ombudsman for the year 1 April 2015 to 31 March 2016

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

Children, Adults & Housing

Housing: D, E, E → P, E → P

Adult Services: D, I, I, E, I, I
 Children's Services: E → P, I
 Learning & Achievement: E → D

17 13

Communities & Resources

(from 1 January 2015)

Regulatory Services: E
 Public Health: E → P
 StreetCare: E → P, E → P, D, I, E
 Corporate & Customer Transformation: E → I
 Parks & Open Spaces:

12 8

oneSource

Council Tax & Benefits

Finance: D

Legal Services

School Appeals

Corporate & Member Issues: E → D

Complaint ELEMENTS

Individual COMPLAINTS

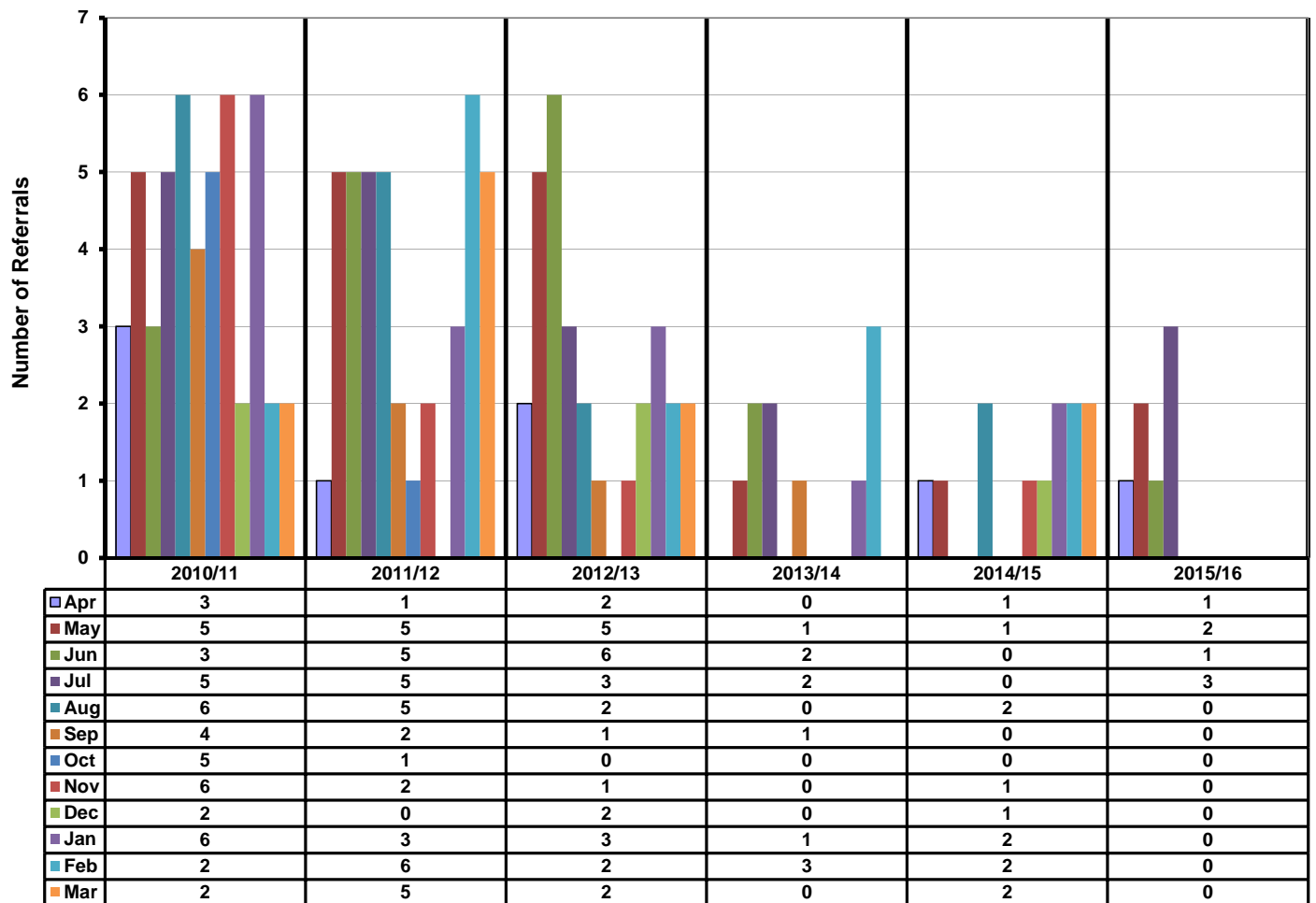
1 1

2 1

Notes:

32 23

LGO Referrals - Premature Complaints - year-on-year



Year	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	Grand Total
Prematures:	49	40	29	10	12	7	147
Cases Referred:	45	59	73	62	42	16	297
Total:	94	99	102	72	54	23	444

Local Government Ombudsman Complaint Elements - by Service 1 April 2015 - 31 March 2016:

(TEN cases were brought forward from 2014/15)

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

Communities & Resources					Children, Adults & Housing					oneSource				
StreetCare	Parks & Open Spaces	Planning & Building Control	Public Protection	Customer Services	Learning & Achievement	Children's Services	Adult Services	Housing (Housing Needs)	Housing (Estate & Maintenance)	School Appeals	Council Tax & Benefits	Finance, Insurance & Fraud	Legal Services	Corporate: Member & non 'Service specific' issues
0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
2	0	0	0	1	0	0	1	1	0	0	0	0	0	0
Complaints under investigation - "A":														
Draft Decisions Received - "B":														
Complaints determined:														
Report issued: Upheld; maladministration and injustice	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
Report issued: Not upheld; no maladministration	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Upheld; maladministration and injustice	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Upheld; maladministration, no injustice	2	0	0	0	0	0	3	1	0	0	0	0	0	0
Not upheld; no maladministration	0	0	1	0	0	0	3	1	0	0	0	1	0	0
Closed after initial enquiries - out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Closed after initial enquiries - no further action	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Not upheld: No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaint Elements Completed - not Premature - "C":	3	0	1	0	0	1	0	6	3	0	0	1	0	1
Prematures & LGO enquiries - "D":	6	0	1	2	1	1	2	1	5	0	0	0	0	1
Totals - A, B,C & D:	11	0	2	2	2	2	3	9	9	0	0	1	0	2

Complaint Elements under Investigation

2

Complaint Elements - PVs Recd whether investigated or not

5

Completed/Omb D./OSJ/No Inv.

16

Premature - or enquiries

20

Total of Complaint Elements

43

0

0

0

1

6

6

0

2

1

16

20

43

Local Government Ombudsman Referrals: 1 April 2015 – 31 March 2016 - Analysed by Month

32 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
9 Brought Forward Complaints from 2014/15 (Investigations only) including 4 Draft Decisions												
23 New Complaints were reported from 1 April 2015 to date (including Prematures & enquiries)	6	5	6	6	0	0	0	0	0	0	0	0
Of which 7 were Premature - normally L2 complaints referred back to the Council	1	2	1	3	0	0	0	0	0	0	0	0
and 2 were enquiries by the LGO which have NOT been changed by further actions	1	1	0	0	0	0	0	0	0	0	0	0
6 were not investigated (decisions already made by the LGO e.g: OSJ, Draft Decisions etc.)	3	1	1	1	0	0	0	0	0	0	0	0
5 Draft Decisions on <u>investigated cases</u> currently pending LGO decision	0	0	0	5	0	0	0	0	0	0	0	0
and 10 Investigations completed	3	0	4	3	0	0	0	0	0	0	0	0
Leaving 2 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date **6** cases have received a substantive response in an average of **17 working days**
 There have so far been **6** cases which were not "investigated" - though some may have required a response to LGO questions
 There is currently **2** complaint awaiting an initial response

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

58 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
4 Ongoing Complaints (Investigations only) b/fwd from 2013/14												
54 New Complaints were reported from 1 April 2014 to date (including Prematures & enquiries)	2	4	5	1	8	3	1	7	1	6	4	12
Of which 12 were Premature - normally L2 complaints referred back to the Council	1	1	0	0	2	0	0	1	1	2	2	2
and 4 were enquiries by the LGO which have NOT been changed by further actions	0	0	0	0	0	1	0	1	0	0	0	2
23 were not investigated (decisions already made by the LGO e.g: OSJ, Provisional View etc.)	0	3	4	0	4	1	0	3	0	2	2	4
3 Provisional View on <u>investigated cases</u> currently pending LGO decision	0	0	0	0	0	0	0	0	1	0	0	2
and 10 Investigations completed	2	0	2	1	0	0	1	2	1	0	0	1
Leaving 6 Cases currently being investigated (not Prematures or PVs) or to be c/fwd (if open at 31 March)												

During the year to date **11** cases have received a substantive response in an average of **17 working days**
 There have so far been **22** cases which were not "investigated" - though some may have required a response to LGO questions
 There is currently **4** complaint awaiting an initial response
 There are currently **2** premature complaints 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 superseded 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 <u>investigated cases</u> 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**