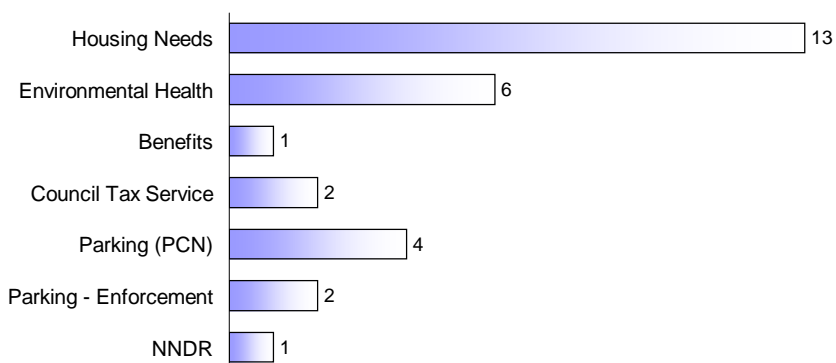


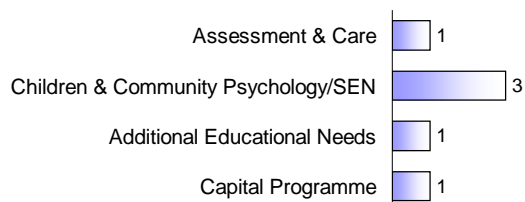
# **Ombudsman investigations: By Service Area in Group Directorates**

## **From 1 April 2011**

### **Culture & Community - Total to date: 29**



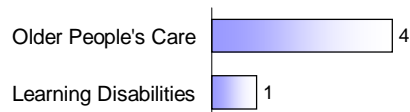
### **Social Care & Learning (Children) - Total to date: 6**



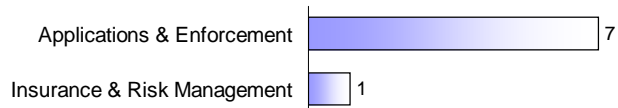
### **Homes in Havering - Total to date: 8**



### **Social Care & Learning (Adults) - Total to date: 5**



### **Finance & Commerce - Total to date: 8**



### **Legal & Democratic Services - Total to date: 5**



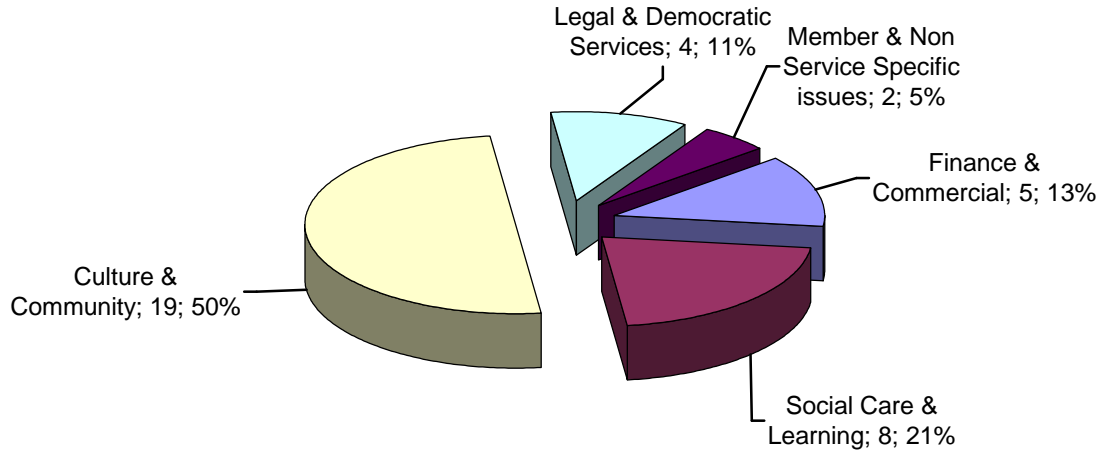
### **General & Member Issues - Total to date: 2**



## Evaluation of Ombudsman Activity

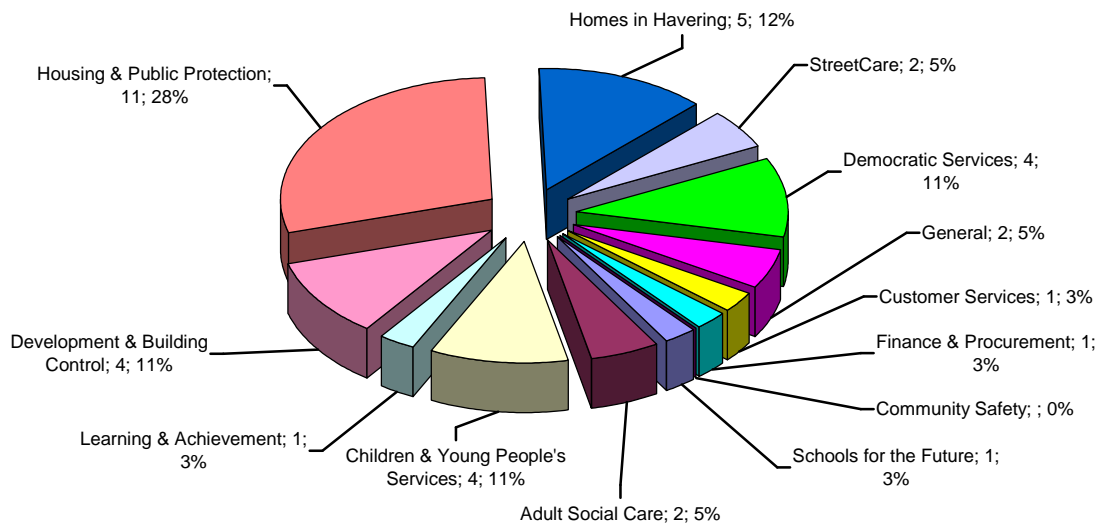
### Directorate Involvement - Total of complaints from the LGO (whether *investigated* or not) to 30 September 2011: 38

*Referrals from the Ombudsman dealt with as Corporate Complaints (Prematures) are not shown*



### Service Area Involvement - Total of complaints from the LGO (whether *investigated* or not) to 30 September 2011: 38

*Referrals from the Ombudsman dealt with as Corporate Complaints are not shown*

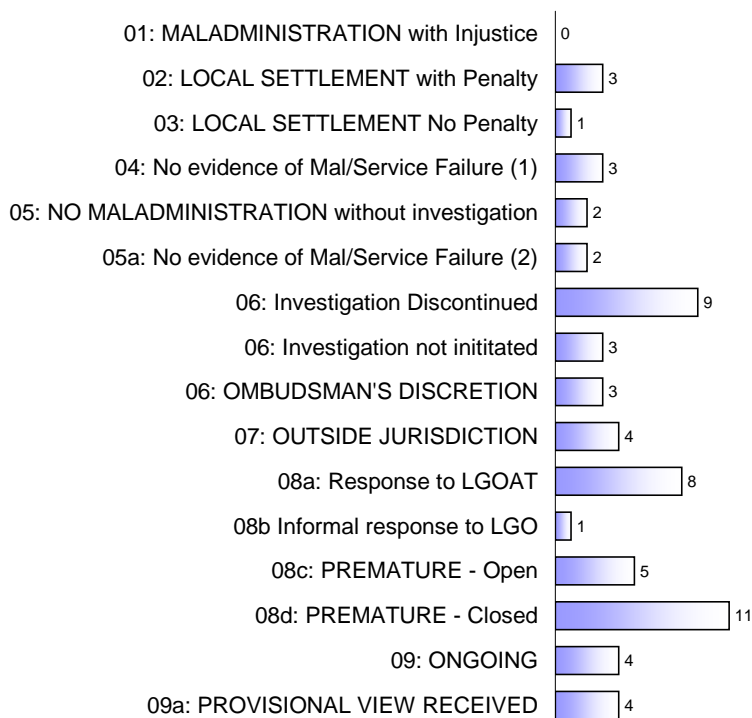


## Evaluation of Ombudsman Activity

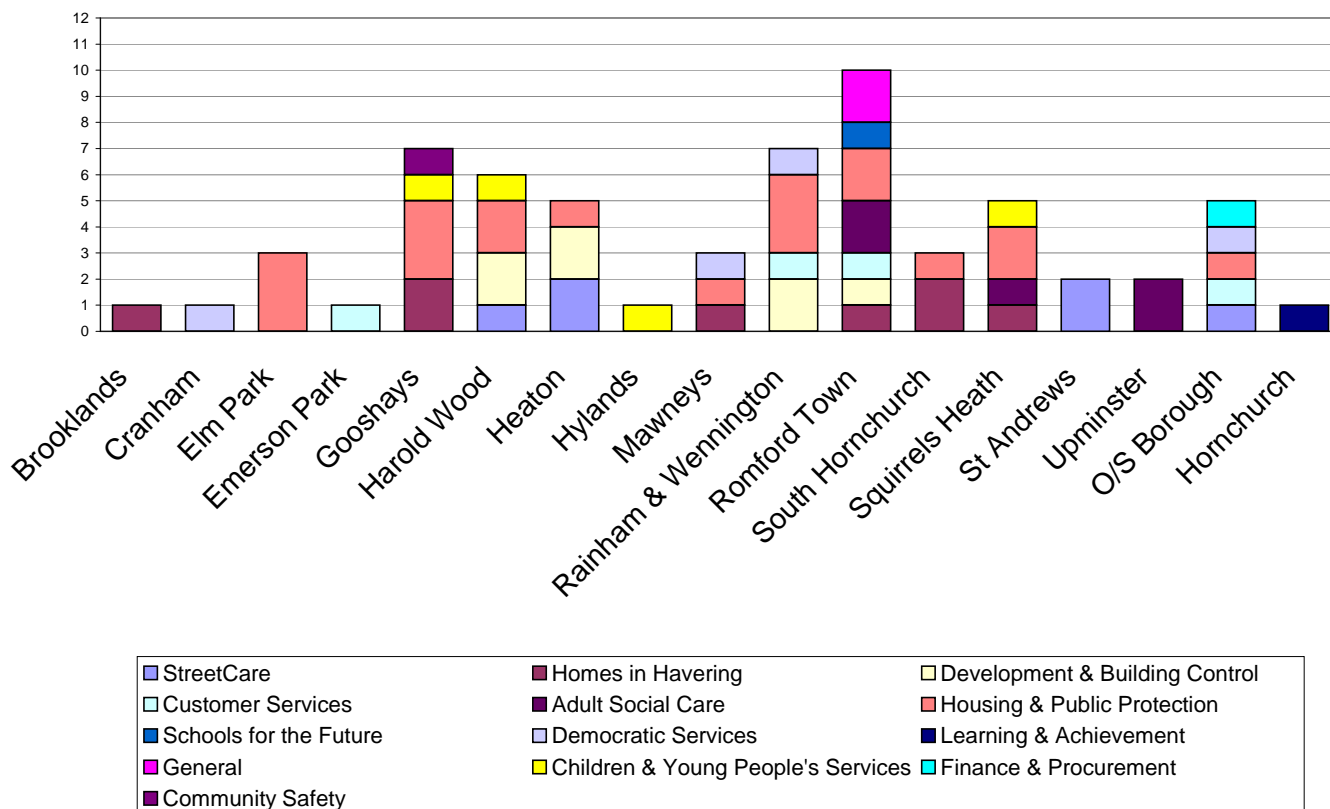
**Total of ALL complaints received between 1 April & 30 September 2011: 52**

(including Premature complaints referred back to the Council & dealt with under the Corporate Complaints Procedure)

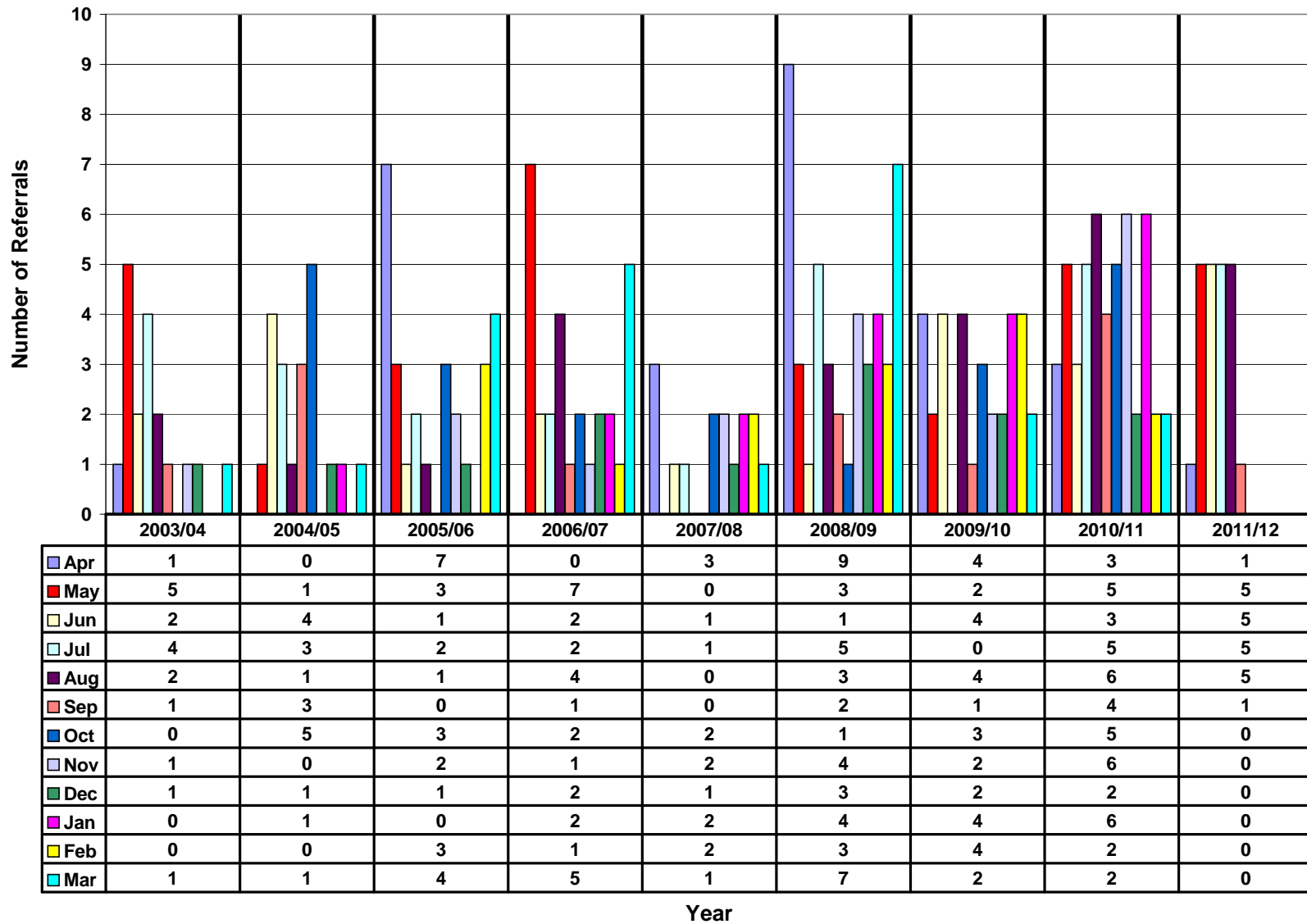
**Plus: complaints brought forward from 2010/11: 11**



**Total of ALL complaint elements to 30 September 2011: 63**  
including 11 brought forward from 2010/11.



## LGO Referrals - Premature Complaints - year-on-year



**Year**  
**Prematures:**  
**Cases Referred:**  
**Total:**

2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	Grand Total
18	20	27	29	15	45	32	49	22	257
51	60	52	83	71	46	59	45	27	494
69	80	79	112	86	91	91	94	49	<b>751</b>

Local Government Ombudsman Complaint Elements - by Service 1 to 30 September 2011:  
(Includes 11 complaints elements (10 cases) brought forward from 2010/11)  
2011/12 BVPI target for maladministration is 0 and for local settlement (with penalty) is no more than 8

	ACE	Culture & Community					Social Care & Learning				Finance & Commerce			
	Legal & Democratic Services	Culture & Leisure	StreetCare	Customer Services (CT Issues, Benefits & NNDR)	Housing & Public Protection	Homes in Havering	Children and Young People's Services	Learning & Achievement	Schools for the Future	Adult Social Care	Insurance & Risk	Development & Building Control	General: Member & non 'Service specific' issues	
Complaints under investigation - "A":	1	0	1	0	2	0	1	0	0	0	0	0	0	= 5
Provisional Views Received - "B":	0	0	0	2	1	0	0	0	0	0	0	1	0	+ 4
Complaints determined:														+ 30
Maladministration	0	0	0	0	0	0	0	0	0	0	0	0	0	+ 24
Local Settlement with Penalty	0	0	0	0	2	1	0	0	0	0	0	0	0	= 63
Local Settlement no Penalty	0	0	0	0	0	1	0	0	0	0	0	0	0	
No Evidence of Mal/Svce Failure (1)	0	0	0	0	0	0	1	0	1	0	0	1	0	
No Evidence of Mal/Svce Failure (2)	1	0	0	0	1	0	0	0	0	1	0	0	1	
Investigation not started / Investigation Discontinued	2	0	1	0	4	2	2	0	0	1	0	2	1	
Outside Jurisdiction	0	0	0	0	1	1	0	1	0	0	1	0	0	
Cases Completed - not Premature - "C":	3	0	1	0	8	5	3	1	1	2	1	3	2	
Prematures & informal LGO & LGOAT enquiries - "D":	1	0	4	2	8	3	0	0	0	3	0	3	0	
Totals - A, B,C & D:	5	0	6	4	19	8	4	1	1	5	1	0	7	2

Complaint Elements under Investigation

Complaint Elements Provisional Views Received

Completed/Omb D./OSJ/No Inv.

Premature - or LGOAT answered

Total of Complaint Elements

0

3

1

3

4

15

4

30

24

63

# Local Government Ombudsman Referrals : 1 April 2011 – 31 March 2012 - Analysed by Month

<div>59</div> Cases referred by the Ombudsman (may contain more than one COMPLAINT element)		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<div>10</div> Cases (Investigations) were b/fwd from 2010/11													
<div>49</div> New Cases were reported from 1 April 2011 to date - by month		4	9	9	13	12	2	0	0	0	0	0	0
Of which	22 were Premature - normally L2 (but incl. LGO/LGOAT informal enquiries)	1	5	5	5	5	1	0	0	0	0	0	0
	12 were not investigated (decisions already made by the LGO: OSJ, Omb's Discretion etc.)	1	3	2	2	4	0	0	0	0	0	0	0
and	21 Investigations were completed overall - analysed by month:	4	2	3	3	3	6	0	0	0	0	0	0
Leaving	<div>4</div> Cases currently Ongoing, Provisional Views received, or to be c/fwd (if open at 31 March)												
During the year to date <div>14</div> new cases have been responded to in an average of		22	calendar days										
There has/have also been <div>15</div> new cases which have not needed a response													
There is/are currently <div>3</div> complaints - including L2 referrals - awaiting initial response													
The Ombudsman's anticipated response time is currently <b>28 calendar days</b>													
The	<div>10</div> cases brought forward from 2010/11, were responded to in an average of	23	days										
	The average of all <div>24</div> investigations requiring a response is	22	days										

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<div>6</div> Cases (Investigations) were b/fwd from 2009/10													
<div>94</div> New Cases were reported from 1 April 2010 to date - by month		5	7	5	14	10	7	9	9	4	10	8	6
Of which	49 were Premature - normally L2 (but incl. LGOAT 10 day enquiries)	3	5	3	5	6	4	5	6	2	6	2	2
	19 were not investigated (decisions already made by the LGO: OSJ, Omb's Discretion etc.)	0	0	2	5	2	1	1	0	0	4	2	2
and	21 Investigations were completed overall - analysed by month:	2	0	1	0	5	3	3	1	2	2	1	1
Leaving	<div>11</div> Cases (Investigations) currently ongoing or to be c/fwd (if open at 31 March)												
During the year to date <div>26</div> new cases have been responded to in an average of		24	calendar days										
There has/have also been <div>21</div> new cases which have not needed a response													
There is/are currently <div>2</div> complaints - including L2 referrals - awaiting initial response													
The Ombudsman's anticipated response time is currently <b>28 calendar days</b>													
The	<div>6</div> cases brought forward from 2009/10, were responded to in an average of	21	days										
	The average of all <div>32</div> investigations requiring a response is	23	days										

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<div>6</div> Cases (Investigations) were b/fwd from 2008/09 (Responses on 2 were outstanding at 31 March)													
<div>91</div> New r/investigation(s) was/were reported from 1 April 2009 to date - by month		10	7	12	6	11	7	7	8	7	6	4	6
Of which	32 was/were Premature cases - normally L2 (but incl. LGOAT answers)	4	2	4	0	4	1	3	2	2	4	4	2
	26 was/were not subject to Investigation(s)	2	1	4	2	3	5	0	2	3	2	0	2
and	34 Investiagtion(s) was/were completed overall - analysed by month:	0	0	4	4	3	3	3	5	2	3	1	6
Leaving	<div>5</div> Cases (Investigations) Open or c/fwd												
During the year to date <div>39</div> new case(s) has/have been responded to in an average of		26	calendar days										
There has/have also been <div>56</div> new case(s) which has/have not needed a response													
There is/are currently <div>2</div> complaint(s) awaiting initial response													
The Ombudsman's anticipated response time is currently <b>28 calendar days</b>													
The	<div>6</div> cases brought forward from 2007/08, were responded to in an average of	30	days										
	The average of all <div>45</div> investigations requiring a response is	26	days										