

Ombudsman Activity: Service Area by Ward

Detailed summary of Ombudsman activity by service delivery area, within wards. Wards **not shown** have no Ombudsman activity within them. Wards and services highlighted contain the highest activity to **31 March 2012**

Service Delivery Area	Brooklands	Cranham	Elm Park	Emerson Park	Gooshays	Hacton	Harold Wood	Heaton	Hylands	Mawneys	Rainham & Wennington	Romford Town	South Hornchurch	Squirrels Heath	St Andrews	Upminster	O/S Borough	Grand Total
Environmental Health			3								2			1				6
Housing Needs					7		2	1		1	3	3	1	1			1	20
Housing Strategy												1	11					12
Trading Standards													1					1
Anti-Social Behaviour					1													1
Estate Management	1				1													2
Housing Management										1			2					3
Repairs & Maintenance					2		2	1				1	1	1				8
Projects & Compliance				1														1
Applications & Enforcement							2	2			3	1	11					19
Benefits				1			1										3	5
Council Tax Service	2										1	1		1			1	6
NNDR				1														1
Learning Disabilities											1					1		2
Older People's Care												2		1		1		4
Preventative & Assessment		1						1										2
Access & Assessment																	1	1
Children & Community Psychology/SEN							1		1					1				3
Assessment & Care					1													1
Duty & Assessment																	1	1
Occupational Therapy (Adult Svcs)										1								1
Family Placement (pre November)																	1	1
Family Placements (post October)																	1	1
Additional Educational Needs						1												1
Capital Programme												1						1
School Appeals	1	1								1	1						1	5
Insurance & Risk Management																	1	1
Parking - Enforcement								3										3
Parking (PCN)			1				1								2		1	5
General												3	2					5
Grand Total	4	2	4	3	12	2	9	8	1	3	11	13	29	6	2	2	12	123

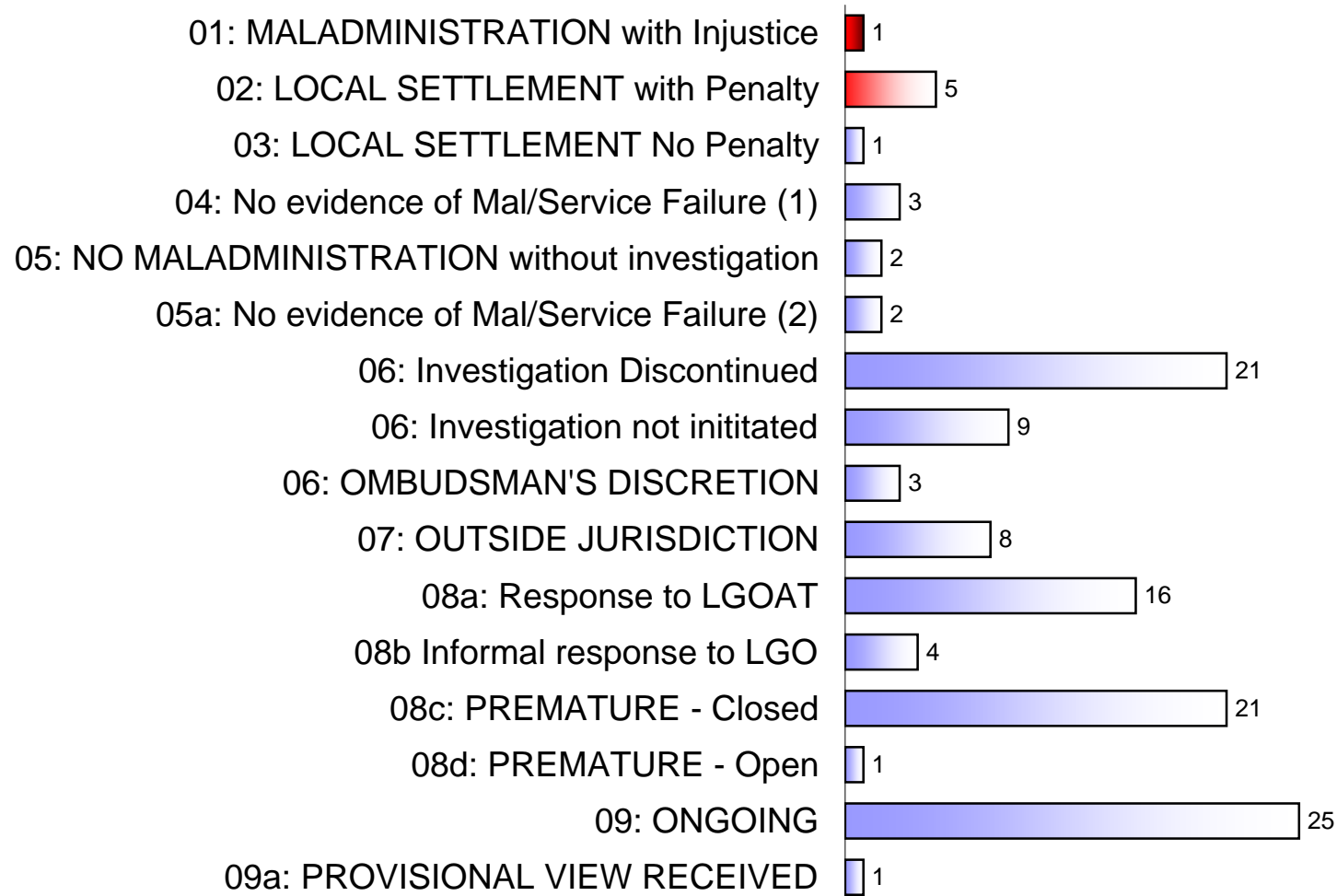
The complains within the two "frames" are linked and represent 10 complainants but **ONE** issue.

Ombudsman Investigations: overall position

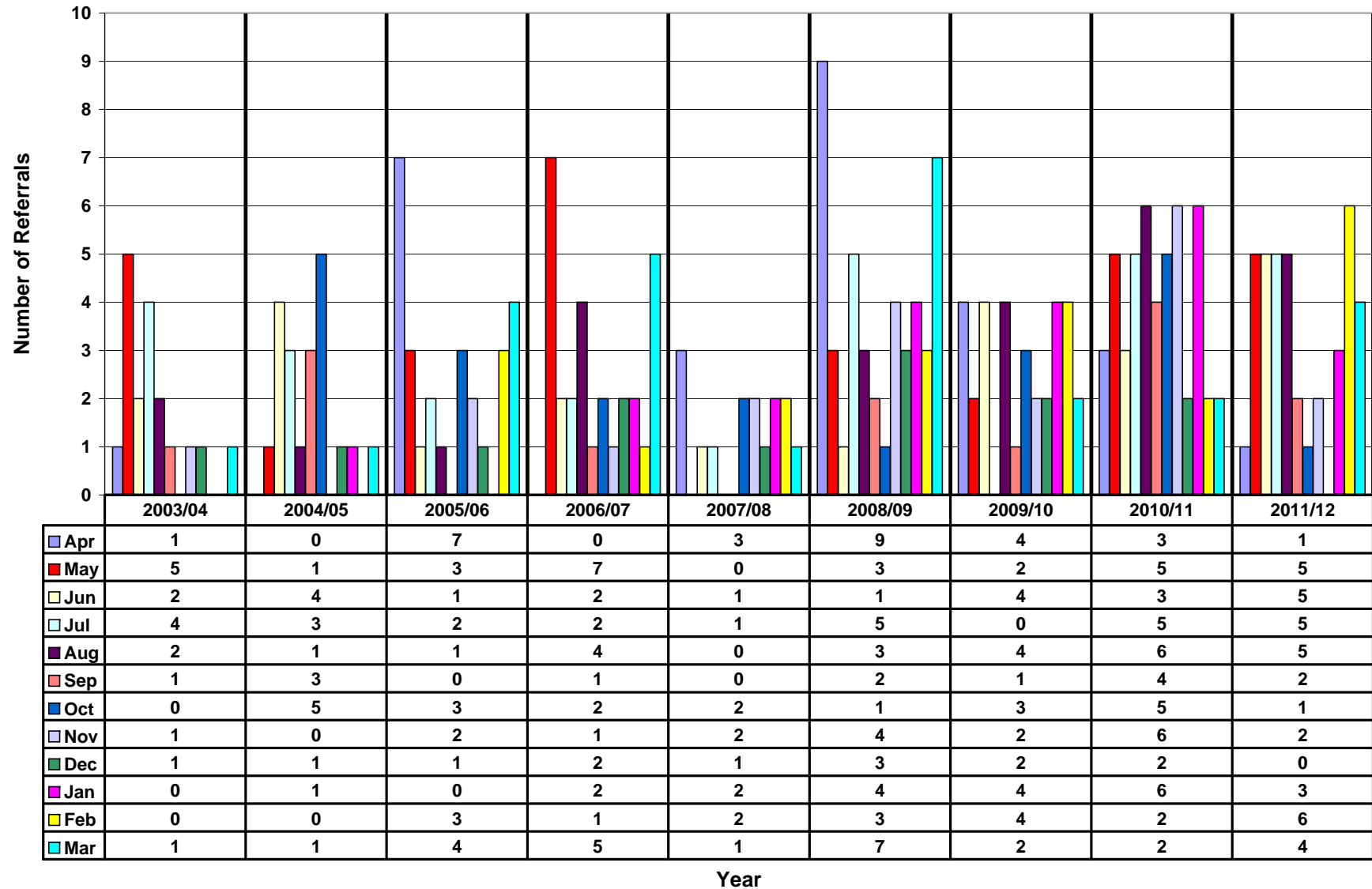
Total of ALL complaints received between 1 April 2011 & 31 March 2012: 112

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

Plus: complaints brought forward from 2010/11: 11



LGO Referrals - Premature Complaints - year-on-year



Year	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	Grand Total
Prematures:	18	20	27	29	15	45	32	49	39	274
Cases Referred:	51	60	52	83	71	46	59	45	59	526
Total:	69	80	79	112	86	91	91	94	98	800

Local Government Ombudsman Complaint Elements - by Service 1 April 2011 to 31 March 2012:

(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

NB: Change in directorates as 31 October - Social Care & Learning splits into Adults and Health & Children's Services

ACE	Culture & Community					Children's Services			Adults & Health		Finance & Commerce			Complaint Elements under Investigation	Complaint Elements Provisional Views Received	Completed/Omb D./OSJ/No Inv.	Premature - or LGOAT answered	Total of Complaint Elements						
	Legal & Democratic Services	Culture & Leisure	StreetCare	Customer Services (CT Issues, Benefits & NDR)	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":	0	0	0	0	11	0	1	0	0	1		0	13	0	=	26	+	1	+	54	+	42	=	123
Provisional Views Received - "B":	0	0	0	1	0	0	0	0	0	0		0	0	0										
Complaints determined:																								
Maladministration	0	0	0	0	1	0	0	0	0	0		0	0	0										1
Local Settlement with Penalty	0	0	0	0	3	2	0	0	0	0		0	0	0										5
Local Settlement no Penalty	0	0	0	0	0	1	0	0	0	0		0	0	0										1
No Evidence of Mal/Svce Failure (1)	0	0	0	0	0	0	1	0	1	0		0	1	0										3
No Evidence of Mal/Svce Failure (2)	1	0	0	0	1	0	0	0	0	1		0	0	1										4
Investigation not started / Investigation Discontinued	4	0	3	2	9	4	4	0	0	2		0	3	1										32
Outside Jurisdiction	0	0	0	1	1	2	1	1	0	0		1	0	1										8
Complaint Elements Completed - not Premature - "C":	5	0	3	3	15	9	6	1	1	3		1	4	3										54
Prematures & informal LGO & LGOAT enquiries - "D":	1	0	5	8	13	4	2	0	0	4		0	3	2										42
Totals - A, B, C & D:	6	0	8	12	39	13	9	1	1	8	0	1	20	5										123

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

108 Cases referred by the Ombudsman (may contain more than one COMPLAINT element)		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
10 Cases (Investigations) were b/fwd from 2010/11													
98 New Cases were reported from 1 April 2011 to date - by month		4	9	9	13	12	3	2	9	4	6	19	8
Of which	39 were Premature - normally L2 (but incl. LGO/LGOAT informal enquiries)	1	5	5	5	5	2	1	2	0	3	6	4
	16 were not investigated (decisions already made by the LGO: OSJ, Omb's Discretion etc.)	1	3	2	2	1	0	0	5	0	1	1	0
and	38 Investigations completed (or Provisional Views received) - analysed by month:	4	2	3	3	3	6	6	0	2	1	4	4
Leaving	15 Cases currently Ongoing (not Prematures) or to be c/fwd (if open at 31 March)												
During the year to date 49 new cases have been responded to in an average of		24.14 calendar days											
There has/have also been 23 new cases which have not needed any response at all													
There is/are currently 2 complaints (including L2 referrals) awaiting initial response													
The Ombudsman's anticipated response time is currently 28 calendar days													
The	10 cases brought forward from 2010/11, were responded to in an average of	23 days											
	The average of all 59 investigations requiring a response is	23 days											

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
6 Cases (Investigations) were b/fwd from 2009/10													
94 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	11 Cases (Investigations) currently ongoing or to be c/fwd (if open at 31 March)												
During the year to date 26 new cases have been responded to in an average of		24 calendar days											
There has/have also been 21 new cases which have not needed a response													
There is/are currently 2 complaints - including L2 referrals - awaiting initial response													
The Ombudsman's anticipated response time is currently 28 calendar days													
The	6 cases brought forward from 2009/10, were responded to in an average of	21 days											
	The average of all 32 investigations requiring a response is	23 days											