

Local Government Ombudsman Complaint Elements - by Service 1 April 2012 to 31 March 2013:

(Includes 26 complaints elements (15 cases) brought forward from 2011/12)

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						Social Care & Learning			Finance & Commerce									
	Legal & Democratic Services	Customer Services - Other	StreetCare	Customer Services (CT Issues, Benefits & NNDR)	Culture & Leisure	Housing & Public Protection (to 30/09/12)	Homes in Havering (to 30/09/12)	Housing, Homes & Public Protection (from 1/10/12)	Children and Young People's Services	Learning & Achievement	Adult Social Care	Financial Services	Development & Building Control	General: Member & non 'Service specific' issues	Complaint Elements under Investigation	Complaint Elements Provisional Views Received	Completed/Omb D./OSJ/No Inv.	Premature - or LGO/AT enquiries	Total of Complaint Elements	
Complaints under investigation - "A":	0	0	0	0	0	0	0	0	0	0	0	0	0	0	=	0	0	72	56	128
Provisional Views Received - "B":	0	0	0	0	0	0	0	0	0	0	0	0	0	0	+	0	0	72	56	128
Complaints determined:																				
Report Issued	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Injustice remedied during enquiries (with financial penalty)	0	0	0	1	0	1	1	1	1	1	2	0	1	0						
Injustice remedied during enquiries (no financial penalty)	0	0	0	0	0	0	1	0	0	0	1	0	0	0						
No or minor injustice & other	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Not enough evidence of fault	1	1	0	1	0	12	0	1	0	0	1	0	14	0						
Investigation not justified & Other	0	0	0	2	0	0	0	1	0	0	0	0	0	1						
No reason to use exceptional power to investigate	1	0	3	1	0	1	1	3	0	2	0	0	1	0						
No power to investigate	0	0	3	2	0	0	1	2	1	0	1	0	3	0						
Complaint Elements Completed - not Premature - "C":	2	1	6	7	0	14	4	8	2	3	5	0	19	1						
Prematures & informal LGO & LGOAT enquiries - "D":	0	2	6	7	1	2	8	9	3	2	2	4	10	0						
Totals - A, B,C & D:	2	3	12	14	1	16	12	17	5	5	7	4	29	1	128					56