

Appendix 4 - Ombudsman – Provisional Summary

Ombudsman 2023-24

	Q1YTD	Q2YTD	Q3YTD	Q4YTD	2023/24
Formal premature referrals		35	48	63	66
Considered without formal enquires		26	39	52	50
Formal enquiries		16	20	28	21
Total		77	107	143	137

Complaints received

Portfolio/ Partner	Service/Directorate	Subject	Formal premature referrals	Considered without formal enqs	Formal enqs made	Totals	Total Portfolio
Page 219 Adults Wellbeing & Care services							14
	Adults Wellbeing & Care Services	Adults Social Care	1	7	6	14	
Page 219 Children's Services							20
	Children & Families	Children's Social Care	3	4	1	8	
	Education & Skills	SEN	1	1	7	9	
		Education - other	1	2		3	
Neighbourhoods Services							81
	Housing	Housing	7	9	5	21	
	Operational Services	Repairs and Maintenance	36		4	40	
		Customer Services	1	3		4	
	Leisure Parks & Libraries	Allotment		1		1	
	Streetscene & Regulation	Environmental services	1		1	2	
		Parking		2		2	

Amey		Streets Ahead	2	8	1	11	
Veolia		Waste Management					
City Futures							14
	Investment, Climate Change & Planning	Planning	3	4	3	10	
		Building Control	1			1	
		Clean Air Zone	1	2		3	
Strategic Support Services							14
	Revenues & Benefits	Benefits/DHP	2	3		5	
		Revenues	3	5		8	
	HR	Misc/HR		1		1	
Public Health & Integrated Commissioning							0
		Totals	63	52	28	143	143

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Formal Enquiry response times (Target LGSCO = 20 working days/ HO = 15 working days)

	Q1YTD	Q2YTD	Q3YTD	Q4YTD
Number responses met original response deadline		4	8	11
Number 1 - 7 days over original deadline		7	8	11
Number more than 7 days over original deadline		1	4	4
Average response time (calendar days)		28	30	30
% responded to within original ombudsman deadline		33%	40%	42%
% responded to within original or initial extended ombudsman deadline		92%	90%	92%

Preliminary Enquiries response times (target 5 working days)

	Q1YTD	Q2YTD	Q3YTD	Q4YTD
Number of enquiries		32	48	65
Average response time (calendar days)		9	8	8

LGSCO decisions (exc. premature referrals)

	Q1YTD	Q2YTD	Q3YTD	Q4YTD	2023/24
Closed after initial enquiries - out of jurisdiction		7	11	12	14
Closed after initial enquiries - no further action		18	24	31	32
Not Upheld: No further action				1	4
Not Upheld: No Maladministration		2	2	4	3
Upheld - Mal & inj -no further action - remedied by LA		1	2	4	2
Upheld - Maladministration and Injustice		7	8	13	14
Upheld - Maladministration, No Injustice					1
Upheld - Not Investigated Injustice remedied by LA		1	2	2	1
Report - Upheld (Maladministration and Injustice)					1
	0	36	49	67	26
Upheld rate (% of formal investigations upheld)		82%	83%	77%	73%
Average upheld rate for similar organisations					77%

HO determinations/Findings (exc. premature referrals)

	Q1YTD	Q2YTD	Q3YTD	Q4YTD	2022/23
Number cases determined		4	4	7	5
Number of Individual Findings:		9	9	17	12
Maladministration		6	6	13	4
Severe Maladministration				1	
Service failure		1	1	1	1
No Maladministration		2	2	2	3
Outside Jurisdiction/invalid				1	4
HO Maladministration rate %		78%	78%	88%	63%
National Maladministration rate %					55%
Average LA Maladministration rate %					62%
Complaint Handling Failure Orders		0	0		3