

Ombudsman 2022-2023

Complaints Received

	Q1YTD	Q2YTD	Q3YTD	Q4YTD*
Formal premature referrals	2	6	11	66
Considered without formal enquires	12	22	36	46
Formal enquiries	8	12	18	21
Total	22	40	65	133

Number of complaints received

* now includes Housing Ombudsman premature referrals

Portfolio/ Partner	Subject	Formal premature referrals	Considered without formal enqs	Formal enqs made	Totals
People	Social Care - Adults	3	7	2	12
	Social Care - Children's	5	2		7
	School Admissions		1		1
	SEN	2	1	5	8
	Education - other	1	1		2
Operational Services	Housing & Neighbourhood Services*	21	6	3	30
	Repairs and Maintenance*	31		7	38
	Environmental Services	1	1		2
	Parking Services		3		3
	Highways				0
	Parks & Countryside				0
	Bereavement Services				0

	Licensing		1		1
	Transport				0
Amey/Client	Streets Ahead		8	1	9
Veolia/Client	Waste Management			1	1
City Futures	Planning	2	2		4
	Property			1	1
Resources	Customer Services		5		5
	Legal		3		3
	BIS				0
	Benefits		1		1
	Revenues		4	1	5
	Misc				0
	Totals	66	46	21	133

Formal Enquiry response times

	Q1YTD	Q2YTD	Q3YTD	Q4YTD
Number responses met original response deadline	2	5	8	13
Number 1 - 7 days over original deadline	1	1	3	4
Number more than 7 days over original deadline	4	6	6	6
Average response time (calendar days)	36	32	30	30
% responded to within original ombudsman deadline	29%	42%	47%	57%
% responded to within original or initial extended ombudsman deadline	86%	84%	88%	91%

Preliminary Enquiries response times

	Q1 YTD	Q2YTD	Q3YTD	Q4YTD
Number of enquiries	10	21	36	51
Average response time (calendar days)	5	5	6	7

Ombudsman decisions (excluding premature)

	Q1YTD	Q2YTD	Q3YTD	Q4YTD
Closed after initial enquiries - out of jurisdiction	2	3	9	12
Closed after initial enquiries - no further action	10	16	23	28
Closed - Local Resolution (Housing Ombudsman)				
Withdrawn by customer				
Not Upheld: No further action	1	1	1	1
Not Upheld: No Maladministration	3	2	2	3
Not Upheld: No Maladministration recommended actions (Housing Ombudsman)		1	2	2
Upheld - No further action	2	2	2	3
Upheld - Maladministration and Injustice	3	9	12	16
Upheld - Maladministration, No Injustice				1
Upheld - Not Investigated Injustice remedied by LA		1	2	1
Report - Upheld (Maladministration and Injustice)	1	1	1	1
Total	22	36	54	68

Summary by Portfolio:

1. Operational Services:

63% (84 out of 133) of ombudsman enquiries received 2022-23 related to services in the Operational Services Portfolio.

From an outcome perspective 53 complaints were deemed premature and referred these back to the Council to deal with. The ombudsman closed a further 27 complaints: 16 closed following initial enquiries (no further action/outside jurisdiction); 4 Not Upheld (No Maladministration); 1 Upheld (No further action); and 6 Upheld (Maladministration/injustice) - see Ombudsman Upheld tab for further detail.

2. Resources:

11% (14 out of 133) of Ombudsman enquiries received related to services in the Resources Portfolio.

From an outcome perspective the Ombudsman has closed 14 complaints YTD: 12 closed following initial enquiries (no further action/outside jurisdiction); 1 Upheld (maladministration no injustice) and 1 Upheld (maladministration and injustice) - see Ombudsman Upheld tab for further detail.

3. Adult H&SC:

9% (12 out of 133) of ombudsman enquiries received related to Adult H&SC Services

From an outcome perspective the Ombudsman has closed 13 complaints YTD: 3 deemed premature and referred back to the Council to deal with; 6 closed following initial enquiries (no further action/outside jurisdiction); 1 Not Upheld (No further action); 1 Upheld (No further action) and 2 Upheld Maladministration/injustice).

4. City Futures:

4% (5 out of 133) ombudsman enquiries/referrals received related to services in the City Futures Portfolio.

From an outcome perspective the Ombudsman has closed 5 complaints YTD: 2 deemed premature and referred back to the Council to deal with; 2 closed following initial enquiries (no further action/outside jurisdiction) and 1 upheld (Maladministration & Injustice)

5.Children's Services:

14% (18 out of 133) of ombudsman enquiries received related to Children's Services (5% C&F and 6% SEND)

From an outcome perspective the Ombudsman has closed 21 complaints 2022-23: 7 deemed premature and referred back to the Council to deal with; 4 closed following initial enquiries (no further action/outside jurisdiction); 1 Not Upheld (No further action/No Maladministration); 2 Upheld (No further action/injustice remedied by LA); 6 Upheld Maladministration/injustice) and 1 Report (Maladministration/injustice).

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