

# Appendix 4: Ombudsman – Provisional Summary

Ombudsman 2023 to 2024

	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
<b>Total</b>		<b>77</b>	<b>107</b>	<b>143</b>	<b>137</b>

## Complaints received

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

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

**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)**

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

**LGSCO decisions (exc. premature referrals)**

	<b>Q1YTD</b>	<b>Q2YTD</b>	<b>Q3YTD</b>	<b>Q4YTD</b>	<b>2023/24</b>
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
	<b>0</b>	<b>36</b>	<b>49</b>	<b>67</b>	<b>26</b>
<b>Upheld rate (% of formal investigations upheld)</b>		82%	83%	77%	73%
Average upheld rate for similar organisations					77%

HO determinations/Findings (exc. premature referrals)

	Q1YTD	Q2YTD	Q3YTD	Q4YTD	2022/23
<b>Number cases determined</b>		<b>4</b>	<b>4</b>	<b>7</b>	<b>5</b>
<b>Number of Individual Findings:</b>		<b>9</b>	<b>9</b>	<b>17</b>	<b>12</b>
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
<b>HO Maladministration rate %</b>		<b>78%</b>	<b>78%</b>	<b>88%</b>	63%
National Maladministration rate %					55%
Average LA Maladministration rate %					62%
<b>Complaint Handling Failure Orders</b>		<b>0</b>	<b>0</b>		<b>3</b>