

# Commission monthly performance indicators for the period ending 31 October 2008

## Summary Page

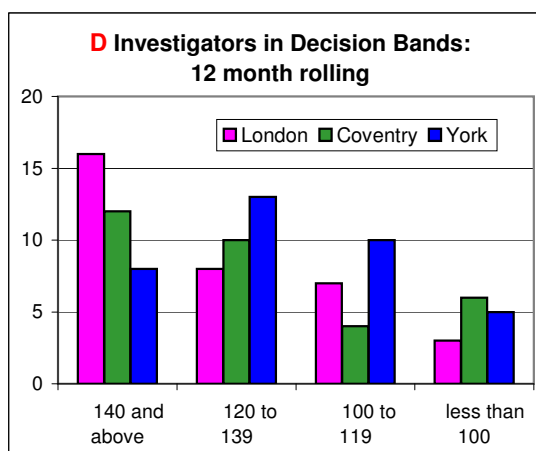
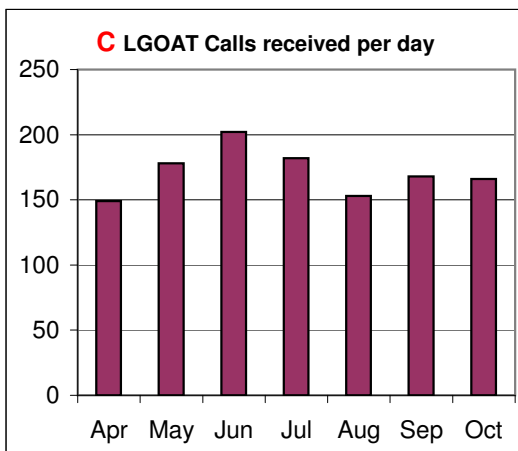
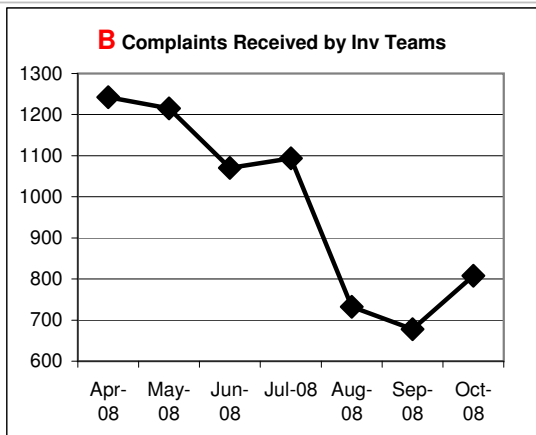
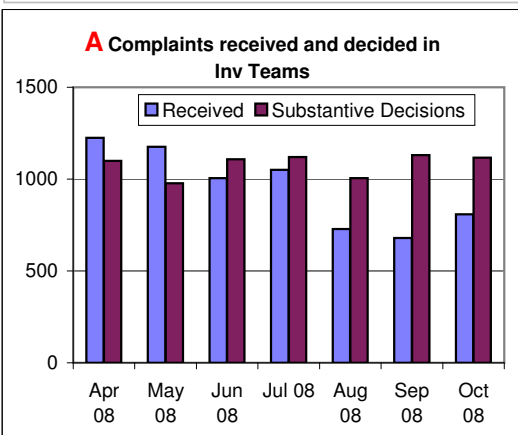
CLA 1681  
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### Notes:

The Commission Performance Indicators are set out as follows

- 1: A front page to highlight the main indicators and areas of interest as text and charts.
- 2: Performance tables of the current month, 3 and 12 month rolling information.
- 3: Graphs showing longer term trends in performance.

- The number of complaints received, and substantive (excluding premature) decisions taken by the investigative teams since LGOAT became operational is illustrated below **A. Table 2** and **B** clearly indicates that there has **not been an overall increase in substantive complaints** since April. However in October the teams did see an increase in complaints received compared to the previous two months.
- The number of calls received per (working) day by LGO AT is illustrated in **C** below. The average since 1 April 2008 is **171**. The early summer peak may be a result of schools admissions cases (see also **Table 3** and Graph).
- The average number of non 26(5) Dec per investigator in the 12 month to end of October 2008 is **132.2** (Table 5). Investigators have been grouped by the number of substantive decisions taken (adjusted for part time working) Table 5 and **D** below.



## Initial Contact

**Table 1: LGOAT to end of October 2008**

	month	3 mos	12mos	Prev Year 12mos	Diff
Calls received	3821	10,579			
<b>Calls answered</b>	<b>3661</b>	<b>10,156</b>			
% within 1 minute	73.3%	70.7%			
Ave resp time (seconds)	46				
Ave length of call (minutes)					
<b>Written complaints</b>					
26(5) premature complaints: Time taken (days)					
Other complaints: Time taken (days)					

Month of October 2008	this year	%	last year	%	Diff
Advice given - complain to the council	157	7.1			
Advice given - go to advice agency	21	0.9			
Advice given - go to another organisation	46	2.1			
Advice given - Jurisdiction	30	1.4			
Complainant asks not to proceed	64	2.9			
Forward to investigative team	529	23.8			
Forward to investigative team (26(5) resub)	316	14.2			
Forward to investigative team as (26(5) exception)	36	1.6			
Insufficient data to make a decision	276	12.4			
26(5) premature complaint	746	33.6			
<b>Total</b>	<b>2221</b>	<b>100.0</b>			

3 month rolling	this year	%	last year	%	Diff
Advice given - complain to the council	470	7.9			
Advice given - go to advice agency	38	0.6			
Advice given - go to another organisation	129	2.2			
Advice given - Jurisdiction	110	1.8			
Complainant asks not to proceed	177	3.0			
Forward to investigative team	1611	27.0			
Forward to investigative team (26(5) resub)	751	12.6			
Forward to investigative team as (26(5) exception)	77	1.3			
Insufficient data to make a decision	708	11.8			
26(5) premature complaint	1906	31.9			
<b>Total</b>	<b>5977</b>	<b>100.0</b>			

12 month rolling	this year	%	last year	%	Diff
Advice given - complain to the council					
Advice given - go to advice agency					
Advice given - go to another organisation					
Advice given - Jurisdiction					
Complainant asks not to proceed					
Forward to investigative team					
Forward to investigative team (26(5) resub)					
Forward to investigative team as (26(5) exception)					
Insufficient data to make a decision					
26(5) premature complaint					
<b>Total</b>					

## Complaints received

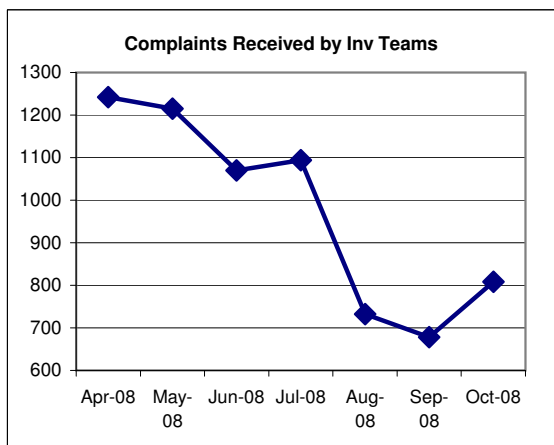
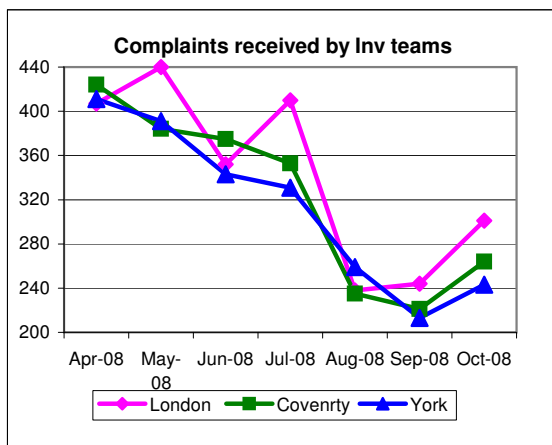
Table 2: Complaints received by Investigative teams

Team	Complaints received		Complaints received			
	current year		previous year	26(5)	diff*	
<b>Month of October 2008</b>						
A	301	0	464	116	348	
B	264	0	507	153	354	
C	243	0	510	189	321	
<b>Commission</b>	<b>808</b>		<b>1,481</b>	<b>458</b>	<b>1,023</b>	
<b>3 month rolling</b>						
A	819	1	1,519	359	1,160	
B	754	1	1,529	438	1,091	
C	731	4	1,405	486	919	
<b>Commission</b>	<b>2,304</b>	<b>6</b>	<b>2,298</b>	<b>1,283</b>	<b>3,170</b>	
<b>12 month rolling</b>						
		26(5)	diff*			
A	4,897	619	4,278	5,997	1,447	4,550
B	4,774	766	4,008	6,131	1,645	4,486
C	4,436	826	3,610	5,626	1,847	3,779
<b>Commission</b>	<b>14,107</b>	<b>2,211</b>	<b>11,896</b>	<b>17,754</b>	<b>4,939</b>	<b>12,815</b>

diff\* is the difference between complaints received and 26(5) decisions in the same time period  
Shaded areas will include premature complaints

Taking into account the number of 26(5)s in a time period we can have an **approximate** year on year comparison of the number of substantive complaints received by the teams

The comparison is between complaints received in the current year with diff\* in previous year



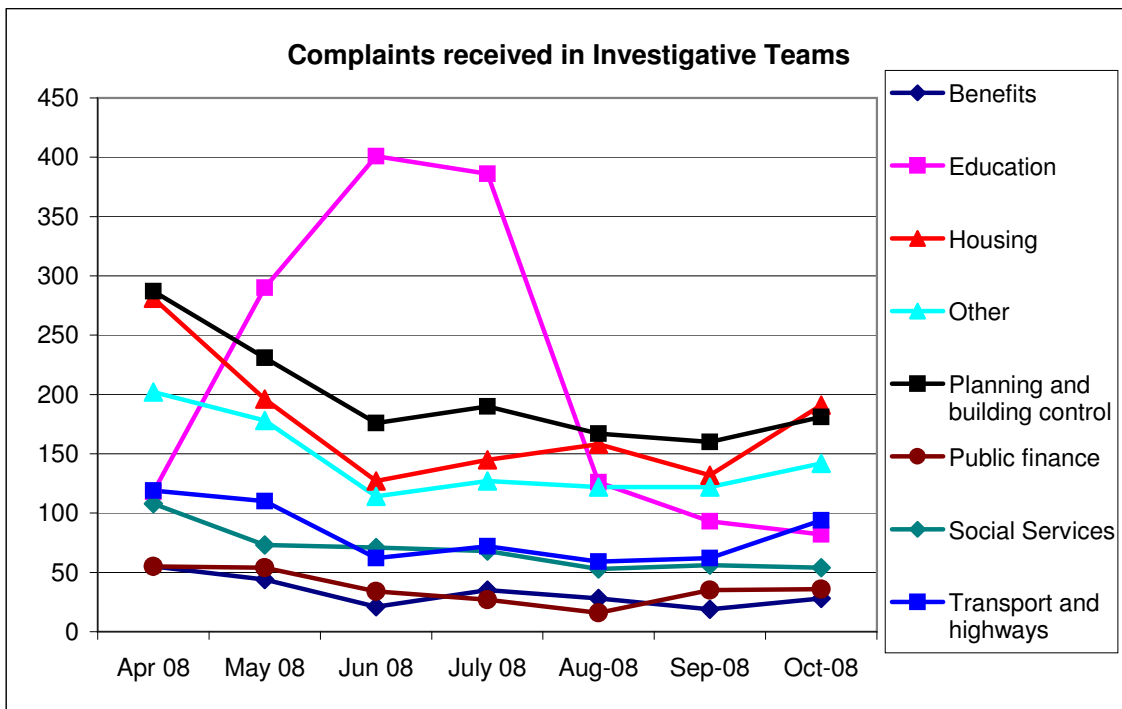
The graphs above are the start of monitoring complaints received by the investigative teams under the new arrangements.

In April complaints received in the investigative teams will include a number of premature complaints (150 cases were decided as premature in April 2008, some would have been received in March)

## Complaints received

**Table 3: Complaints received by investigative teams by category to end of October 2008**

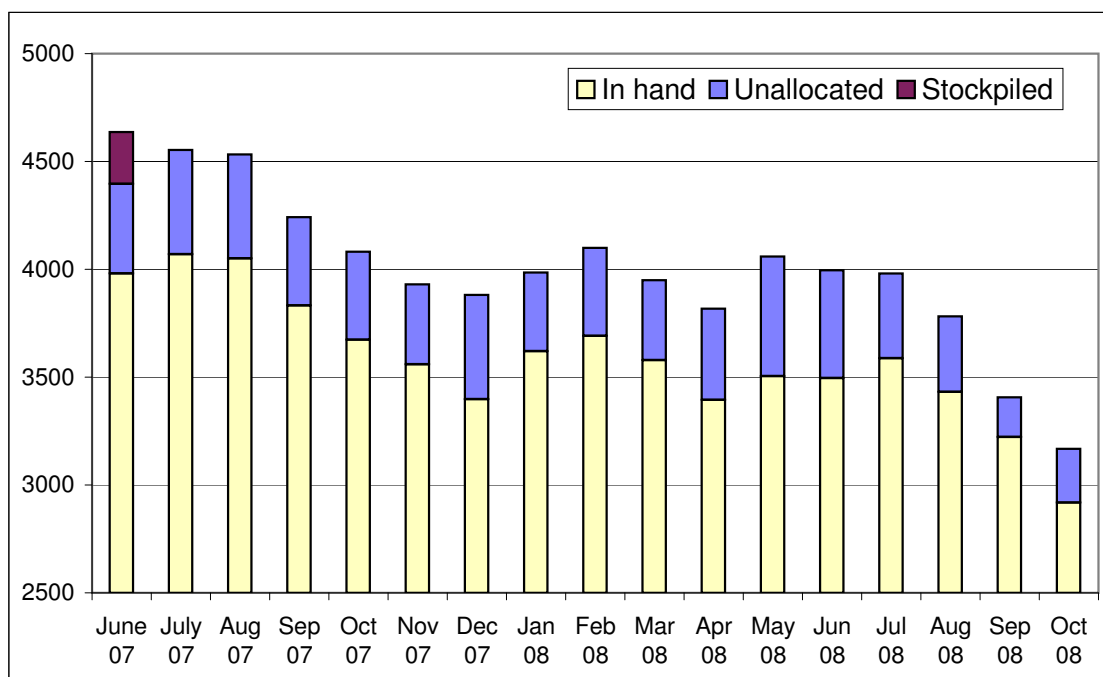
Category	Month				3 month roll				12 month roll			
	A	B	C	Comm	A	B	C	Comm	A	B	C	Comm
Adult Care Services	8	10	4	22	23	40	34	97				
Benefits	12	10	6	28	31	25	20	76				
housing benefit	10	8	6	24	24	21	16	61				
Children Family services	11	12	9	32	25	25	30	80				
Education	42	20	20	82	120	88	96	304				
school admissions	26	6	15	47	84	57	75	216				
Transport Highways	40	39	15	94	114	69	43	226				
parking	23	10	2	35	56	22	9	87				
Housing	69	57	65	191	194	144	154	492				
housing allocations	11	8	15	34	30	24	35	89				
housing repairs	22	19	23	64	79	57	57	193				
Other	45	43	54	142	115	132	160	407				
antisocial behaviour	16	9	14	39	24	29	44	97				
Planning	57	65	59	181	159	207	166	532				
enforcement	11	12	12	35	28	26	30	84				
planning applications	31	42	39	112	99	143	111	353				
Local taxation	17	8	11	36	38	24	28	90				
<b>Total</b>	<b>301</b>	<b>264</b>	<b>243</b>	<b>808</b>	<b>819</b>	<b>754</b>	<b>731</b>	<b>2304</b>				



## Complaints Workload

Table 4: Complaints workload at 31 October 2008

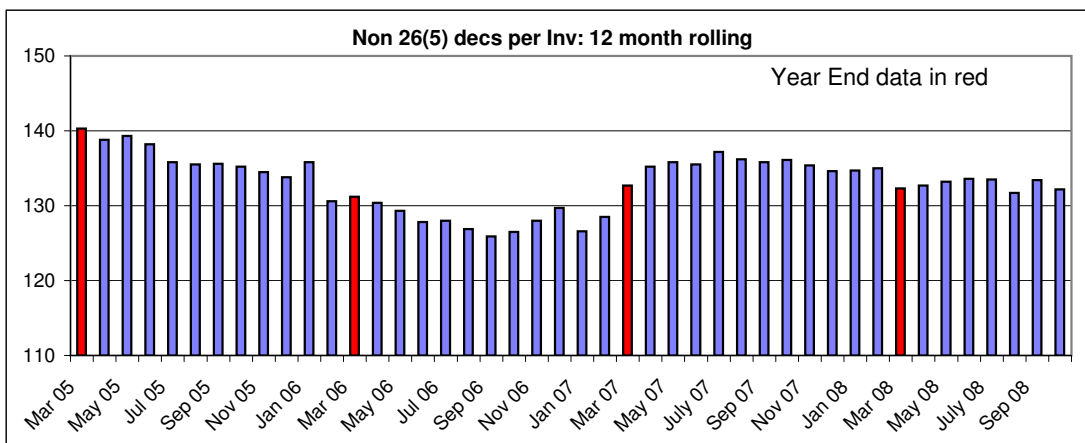
	A	B	C	Comm	Prev year
<b>Total complaints allocated to investigators at 31/03/08</b>	1,084	1,343	1,151	3,578	3,900
<b>Total complaints allocated to investigators at 31/10/08</b>					
in hand less than 13 weeks	467	493	460	1,420	2,426
in hand between 13 to 26 weeks	227	322	276	825	856
in hand between 26 to 52 weeks	148	210	153	511	574
<b>in hand over 52 weeks</b>	<b>29</b>	<b>73</b>	<b>61</b>	<b>163</b>	<b>188</b>
<b>TOTAL IN HAND</b>	<b>871</b>	<b>1,098</b>	<b>950</b>	<b>2,919</b>	<b>4,044</b>
Per investigator	27.4	37.0	28.8	31.1	
<b>TOTAL UNALLOCATED AT 31/10/08</b>	<b>98</b>	<b>88</b>	<b>63</b>	<b>249</b>	<b>451</b>
unallocated more than 4 wks at 31/10/08	<b>19</b>	<b>11</b>	<b>6</b>	<b>36</b>	<b>66</b>
complaints stockpiled at 31/10/08	0	0	0	0	0
<b>TOTAL IN HAND, UNALLOCATED AND STOCKPILED</b>	<b>969</b>	<b>1,186</b>	<b>1,013</b>	<b>3,168</b>	<b>4,495</b>
Total complaints per investigator	31.0	39.9	30.7	33.7	



## Complaints Decisions

### Table 5: Decisions

Month of October 2008	A	B	C	Comm	Prev year
Prematures	0	0	0	0	458
Outside jurisdiction	37	37	34	108	249
Ombudsman's discretion	91	82	78	251	247
No or insuff evidence of mal	127	181	159	467	475
Local settlement	109	72	86	267	263
Reports (no of complaints)	5	7	1	13	17
<b>Total decisions (ex 26(5)s)</b>	<b>369</b>	<b>379</b>	<b>358</b>	<b>1,106</b>	<b>1,251</b>
Total decisions	369	379	358	1,106	1,709
<b>Total decisions (ex 26(5)s): planned</b>	<b>379</b>	<b>379</b>	<b>379</b>	<b>1,137</b>	
<i>non 26(5) Dec per investigator</i>	<b>11.8</b>	<b>12.7</b>	<b>10.9</b>	<b>11.8</b>	
<b>3 month rolling</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>Comm</b>	<b>Prev year</b>
Prematures	1	1	4	6	1,283
Outside jurisdiction	119	131	91	341	654
Ombudsman's discretion	270	210	199	679	797
No or insuff evidence of mal	453	526	476	1,455	1,407
Local settlement	279	217	267	763	780
Reports (no of complaints)	8	24	1	33	28
<b>Total decisions (ex 26(5)s)</b>	<b>1,129</b>	<b>1,108</b>	<b>1,034</b>	<b>3,271</b>	<b>3,666</b>
Total decisions	1,130	1,109	1,038	3,277	4,949
<b>Total decisions (ex 26(5)s): planned</b>	<b>1,137</b>	<b>1,137</b>	<b>1,137</b>	<b>3,411</b>	
<i>non 26(5) Dec per investigator</i>	<b>35.9</b>	<b>36.9</b>	<b>31.2</b>	<b>34.6</b>	
<b>12 month rolling</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>Comm</b>	<b>Prev year</b>
Prematures	619	766	826	2,211	4,939
Outside jurisdiction	726	664	557	1,947	2,580
Ombudsman's discretion	1,087	829	917	2,833	2,905
No or insuff evidence of mal	1,612	1,793	1,604	5,009	5,057
Local settlement	1,062	887	968	2,917	3,082
Reports (no of complaints)	24	67	24	115	146
<b>Total decisions (ex 26(5)s)</b>	<b>4,511</b>	<b>4,240</b>	<b>4,070</b>	<b>12,821</b>	<b>13,770</b>
Total decisions	5,130	5,006	4,896	15,032	18,709
<b>Total decisions (ex 26(5)s): planned</b>	<b>4,450</b>	<b>4,450</b>	<b>4,450</b>	<b>13,350</b>	
<i>non 26(5) Dec per investigator</i>	<b>139.6</b>	<b>133.3</b>	<b>123.7</b>	<b>132.2</b>	



# Complaints Decisions

**Table 5a: Decisions**  
to end of October 2008

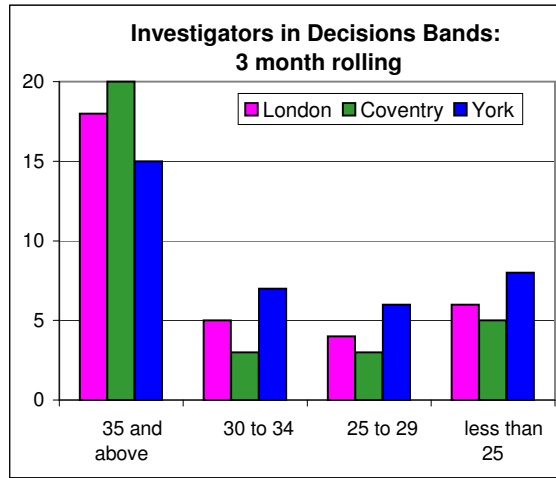
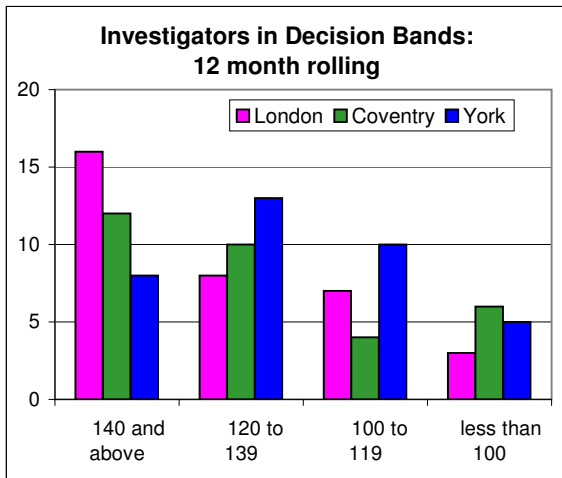
### 3 month rolling

Investigators in Decisions Bands*	A	B	C	Comm	Prev year
35 and above	18	20	15	53	
between 30 and 34	5	3	7	15	
between 25 and 29	4	3	6	13	
less than 25	6	5	8	19	

### 12 month rolling

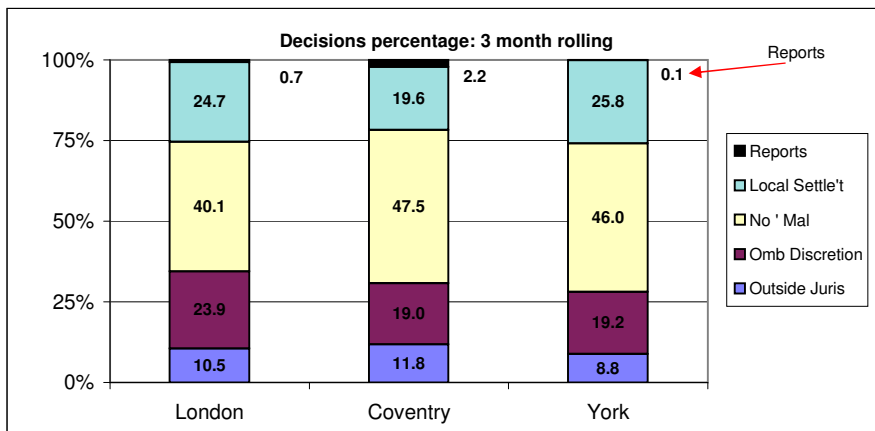
Investigators in Decisions Bands*	A	B	C	Comm	Prev year
140 and above	16	12	8	36	
between 120 and 139	8	10	13	31	
between 100 and 119	7	4	10	21	
less than 100	3	6	5	14	

Investigator Decisions Bands\* number of investigators who have taken that number of decisions (excluding 26(5)s adjusted for FTE).



The above graphs only have information on investigators in post  
The information for **substantive decisions** has been adjusted for FTE (with SI as 0.5)

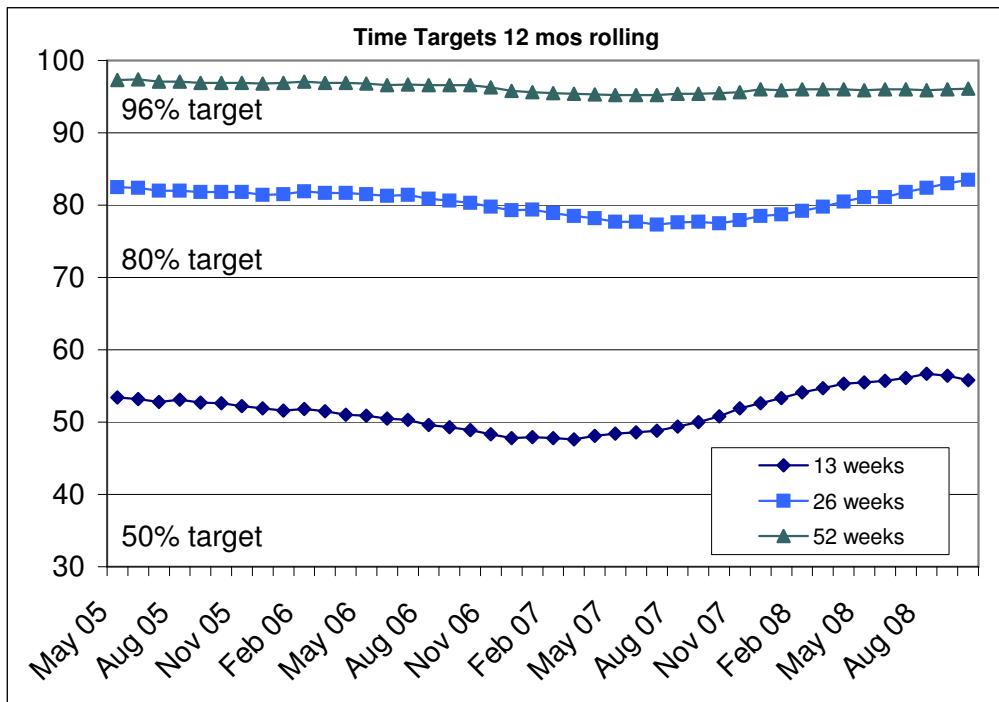
This graph below illustrates the percentage of each decision type by Office.  
The data is the 3 month rolling information. In this example August, September and October 2008.



# Complaints Decisions

Table 6: Times (ex 26(5)s)

Month of October 2008	A	B	C	Comm	Prev year
% in 13 weeks	57.8	40.9	44.4	47.8	54.9
target	50.0	50.0	50.0	50.0	50.0
% in 26 weeks	89.4	80.7	82.1	84.1	78.8
target	80.0	80.0	80.0	80.0	80.0
% in 52 weeks	98.2	97.4	96.1	97.2	96.6
target	96.0	96.0	96.0	96.0	96.0
Average time	14.5	18.9	18.0	17.1	17.5
3 month rolling	A	B	C	Commn	Prev year
% in 13 weeks	61.5	47.9	51.2	53.6	55.1
target	50.0	50.0	50.0	50.0	50.0
% in 26 weeks	91.1	83.2	85.0	86.5	79.9
target	80.0	80.0	80.0	80.0	80.0
% in 52 weeks	98.4	96.7	95.6	96.9	96.7
target	96.0	96.0	96.0	96.0	96.0
Average time	13.8	17.8	17.2	16.2	17.1
12 month rolling	A	B	C	Commn	Prev year
% in 13 weeks	63.4	52.2	51.0	55.8	50.8
target	50.0	50.0	50.0	50.0	50.0
% in 26 weeks	88.2	82.6	79.3	83.5	77.5
target	80.0	80.0	80.0	80.0	80.0
% in 52 weeks	97.8	96.4	93.9	96.1	95.5
target	96.0	96.0	96.0	96.0	96.0
Average time	14.0	17.2	18.7	16.5	18.1



## Reports and Post Decision

**Table 7: Reports since 1 April 2008**

Team	Total reports issued*	Mal/service			No maladministration	Further reports
		failure and injustice	failure and inj, remedy agreed	failure, no injustice		
A	14	14	0	0	0	
B	24	16	6	0	2	
C	7	4	3	0	0	
<b>Commission</b>	<b>45</b>	<b>34</b>	<b>4</b>	<b>0</b>	<b>2</b>	

\*This total does not include any further reports

**Table 8: Post decision correspondence**

Month of October 2008	A	B	C	Comm	Prev year
Compliments rec'd in period	17	20	22	59	62
<b>Comebacks received in period</b>	<b>37</b>	<b>35</b>	<b>33</b>	<b>105</b>	<b>113</b>
Comebacks terminated in period	40	31	29	100	106
Comebacks as a % of total decisions	10.9%	8.4%	7.5%	8.9%	6.2%
% of comebacks completed within 28 days	70.0%	48.4%	81.5%	66.3%	61.3%
3 month rolling	A	B	C	Comm	Prev year
Compliments rec'd in period	49	66	53	168	206
<b>Comebacks received in period</b>	<b>113</b>	<b>100</b>	<b>86</b>	<b>299</b>	<b>301</b>
Comebacks terminated in period	105	96	90	291	293
Comebacks as a % of total decisions	9.2%	8.6%	8.8%	8.7%	5.9%
% of comebacks completed within 28 days	81.4%	48.9%	58.9%	64.7%	59.7%
Outcome of comebacks 3 moth rolling					
i) Review req: Decision confirmed	86	87	84	257	254
ii) Review req: Dec confirmed: further expl	3	1	2	6	21
iii) Review req: Dec confirmed: new reason	0	0	2	2	2
iv) Review req: Relaunched: new information	7	6	1	14	11
v) Review req: Relaunched: procedural error	4	0	0	4	4
<b>Unsatisfactory original decision (ii, iii, v)</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>12</b>	<b>27</b>
<i>Unsatisfactory as % of total decisions</i>	0.6%	0.1%	0.3%	0.4%	0.5%
vi) Out of time	2	1	0	3	
vii) Service complaint: not upheld	0	1	1	2	
viii) Service Complaint: upheld in part	0	0	0	0	
ix) Service complaint: upheld in full	0	0	0	0	
x) Non-substantive response sent	1	0	0	1	
12 month rolling	A	B	C	Comm	Prev year
Compliments rec'd in period	186	348	241	775	742
<b>Comebacks received in period</b>	<b>449</b>	<b>428</b>	<b>313</b>	<b>1190</b>	<b>1285</b>
Comebacks terminated in period	467	418	327	1,212	1,316
Comebacks as a % of total decisions	8.9%	8.3%	6.5%	7.9%	7.0%
% of comebacks completed within 28 days	66.1%	52.8%	70.1%	62.5%	54.0%