

Commission monthly performance indicators for the period ending 30 April 2009 Summary Page

CLA 1710
26 May 09

Notes:

The Commission Performance Indicators are set out as follows

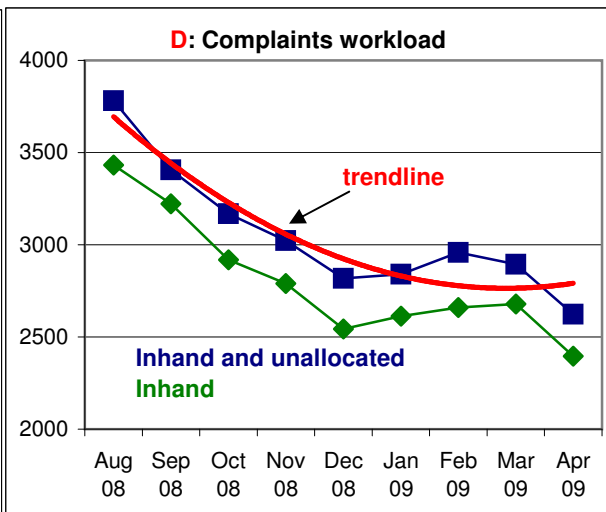
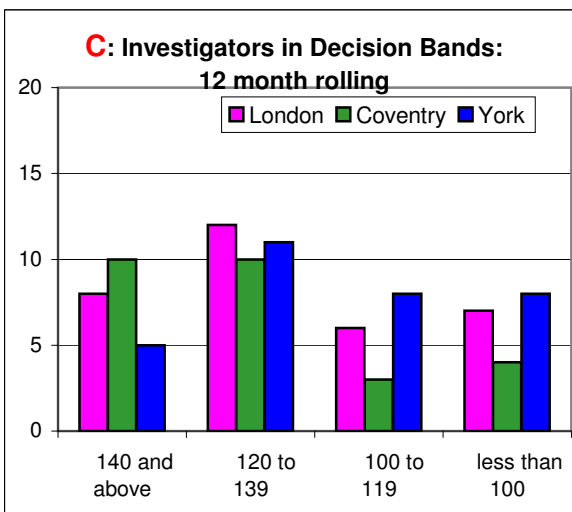
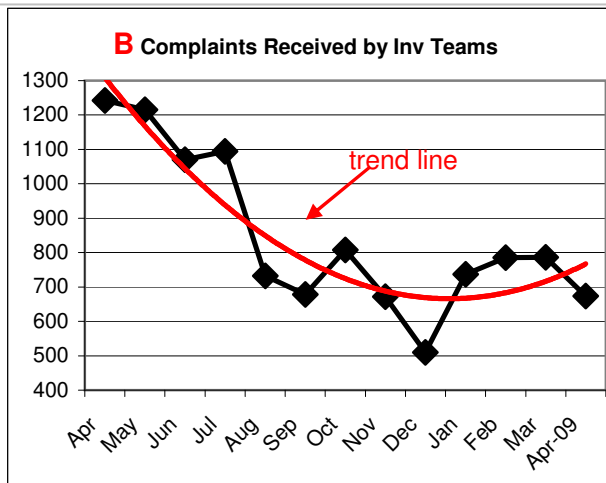
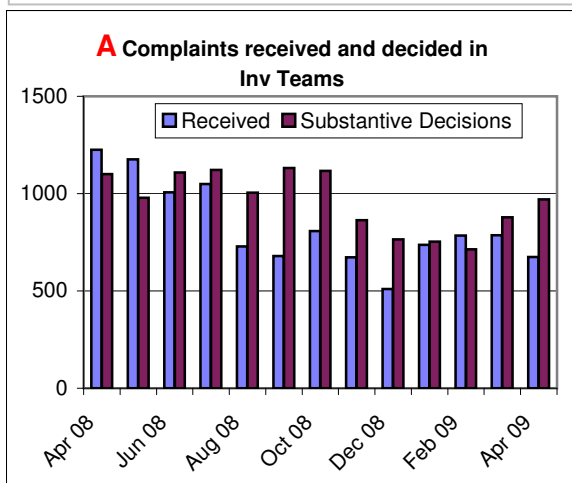
- 1: A front page to highlight the main indicators and areas of interest as text and charts.
- 2: Performance tables of the current month, 3 and 12 month rolling information.
- 3: Graphs showing longer term trends in performance.

- The number of complaints received, and substantive (excluding premature) decisions taken by the investigative teams since April 2008 is illustrated for each month below **A**.

Table 2 and **B** indicates that complaints received by the teams seems to have "levelled off" from August to March in the 700-800 region. It is too early to say if this is a permanent feature.

- The average number of non 26(5) Dec per investigator in 2008/09 is **122 (Table 5)**. Investigators have been grouped by the number of substantive decisions taken (adjusted for part time working) **Table 5** and **C** below. In **Table 5** I have used this years targets even for time periods that overlap this and last year. The objective is to see if current performance will meet the target.

- Following the fall of incoming complaints to the inv teams **D** below shows the resultant trend in complaints workload. The trend shows a levelling off in 2009. **Table 4**.



Initial Contact

Table 1: LGOAT to end of April 2009

	month	3 mos	12mos	Prev Year 12mos	Diff
Calls received	3031	9,779			
Calls answered	2988	9,606			
% within 1 minute	88.5%	91.8%			
Ave resp time (minutes:seconds)	00:21				
Ave length of call (minutes:seconds)	04:44	04:37			
Written complaints					
26(5) premature complaints: Time taken (days)					
Other complaints: Time taken (days)					

Month of April 2009	this year	%	last year	%	Diff
Advice given - complain to the council	146	9.4			
Advice given - go to advice agency	3	0.2			
Advice given - go to another organisation	62	4.0			
Advice given - Jurisdiction	54	3.5			
Complainant asks not to proceed	13	0.8			
Forward to investigative team	572	36.9			
Forward to investigative team (26(5) resub)	139	9.0			
Forward to investigative team as (26(5) exception)	0	0.0			
Insufficient data to make a decision	259	16.7			
26(5) premature complaint	302	19.5			
Total	1550	100.0			

3 month rolling	this year	%	last year	%	Diff
Advice given - complain to the council	400	8.0			
Advice given - go to advice agency	36	0.7			
Advice given - go to another organisation	179	3.6			
Advice given - Jurisdiction	144	2.9			
Complainant asks not to proceed	44	0.9			
Forward to investigative team	1777	35.3			
Forward to investigative team (26(5) resub)	455	9.1			
Forward to investigative team as (26(5) exception)	89	1.8			
Insufficient data to make a decision	816	16.2			
26(5) premature complaint	1087	21.6			
Total	5027	100.0			

12 month rolling	this year	%	last year	%	Diff
Advice given - complain to the council	1869	9.7			
Advice given - go to advice agency	277	1.4			
Advice given - go to another organisation	766	4.0			
Advice given - Jurisdiction	445	2.3			
Complainant asks not to proceed	473	2.5			
Forward to investigative team	6816	35.5			
Forward to investigative team (26(5) resub)	2188	11.4			
Forward to investigative team as (26(5) exception)	395	2.1			
Insufficient data to make a decision	2329	12.1			
26(5) premature complaint	3651	19.0			
Total	19209	100.0			

This data should be viewed with caution

COIN updates when a complaint has been resubmitted

This means that a complaint that was once recorded as **26(5) premature complaint** will now be recorded as **Forwarded to investigation team (26(5) resub)**

This means that over time the number of premature complaints will appear to decrease

It is a record of the situation that is occurring when the COIN report is run

Complaints received

Table 2: Complaints received by Investigative teams

Note: This table has been re-formatted to show two features

A: Complaints received by the investigative teams (complaints received)

b: Number of "contacts" received by the organisation

Current Year							Previous Year		
Inv Teams				LGO AT		Comm	Inv Teams		
Team	A: Complaints referred to the Inv teams				Jurisd	Total	B: Complaints received		A: Complaints received less
	inc 26(5)	ex 26(5)	26(5)	26(5)*			received	26(5)	26(5)s
Month of April 2009									
A	236		0				407	29	378
B	214		0				420	54	366
C	224		0				403	52	351
Commission	674		0	587	54	1,315	1,230	135	1,095
3 month rolling									
A	714		0	26(5)	26(5)*	Jurisd	Total		
B	746		0				1,422	280	1,142
C	814		1				1,449	381	1,068
Commission	2,274		1	1,942	144	4,361	4,223	1,070	3,153
12 month rolling									
A		3,516	3,515	1	26(5)	26(5)*	Jurisd	Total	
B		3,371	3,368	3				5,997	1,373
C		3,255	3,253	2				5,899	1,545
Commission		10,142	10,136	6	7,708	445	18,295	17,440	4,724

the numbers highlighted by grey include premature complaints

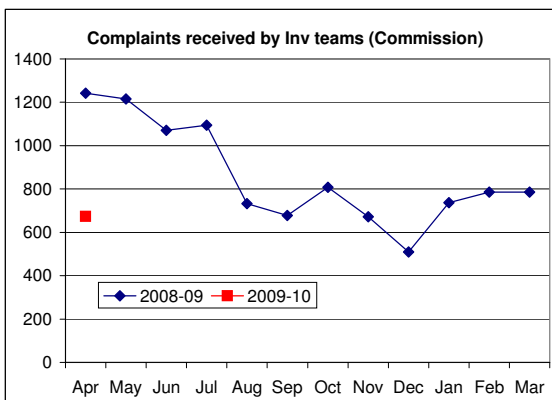
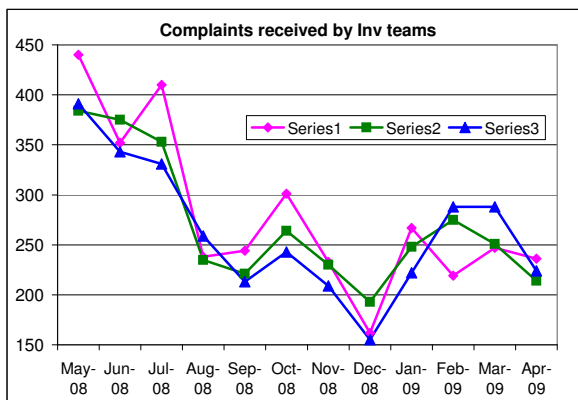
A: To enable a rough office comparison; the number of substantive complaints received in the office this year could be compared with the total number received by the office minus the number of premature decisions taken in the same time period last year. So, in the example above London received 236 substantive complaints in April and (407 minus 29) 378 in April 2008. This is an approximation only. These numbers have been highlighted in blue.

B: To try and compare the number of "contacts" the organisation has received in a time period we could compare the total number (includes premature) received last year with the number received in the investigative teams and the number of premature decisions* made by LGO AT this year. These numbers have been highlighted in red.

Extreme caution must be used when using this data we are mixing up complaints received and decisions taken in a time period; and retrieving historical data on the number of premature complaints decided by LGO AT in a time period is not straight forward**.

*For premature decisions made by LGO AT (26(5) AT) Advice given -complain to the council, Forwarded to inv team (26(5) resubb and S.26(5) premature complaint have been added together.

**S.26(5) premature complaint can be updated to Forwarded to inv team (26(5) resubb. for example.

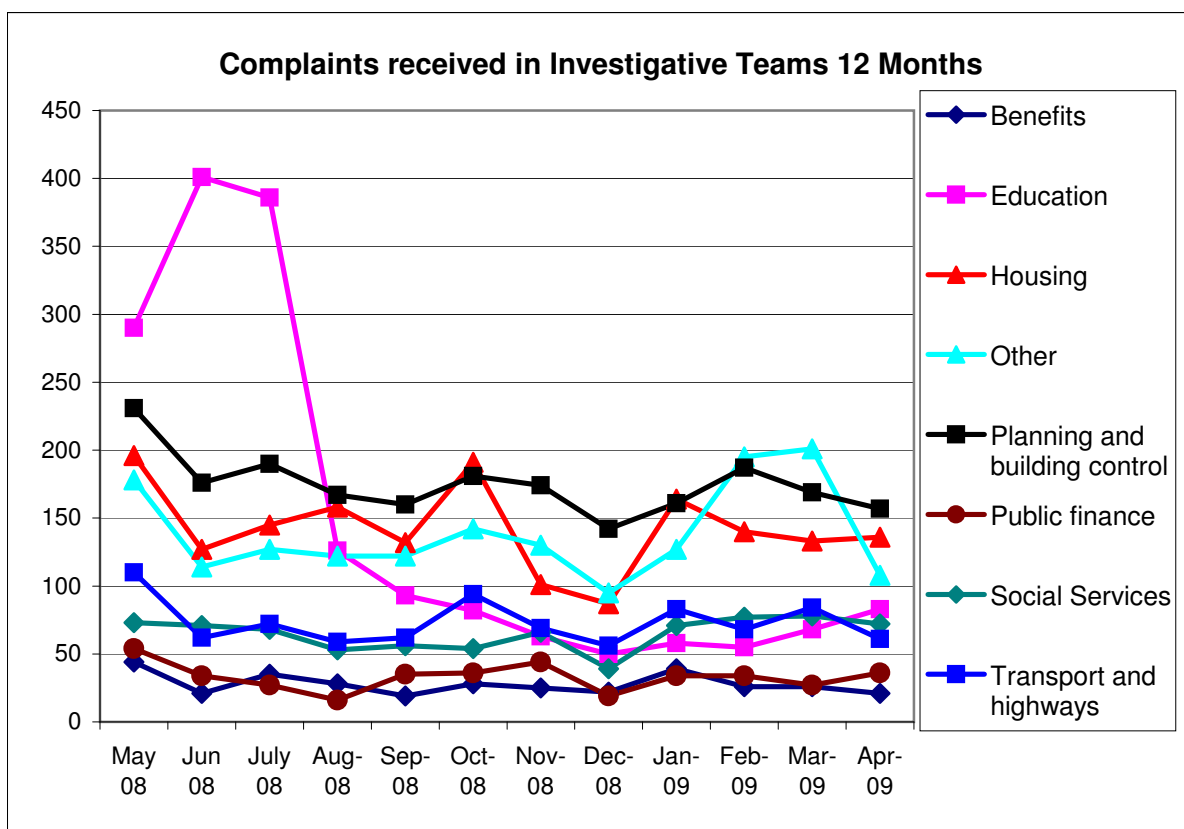


The graphs above are monitoring complaints received by the investigative teams under the new arrangements.

Complaints received

Table 3: Complaints received by investigative teams by category to end of April 2009

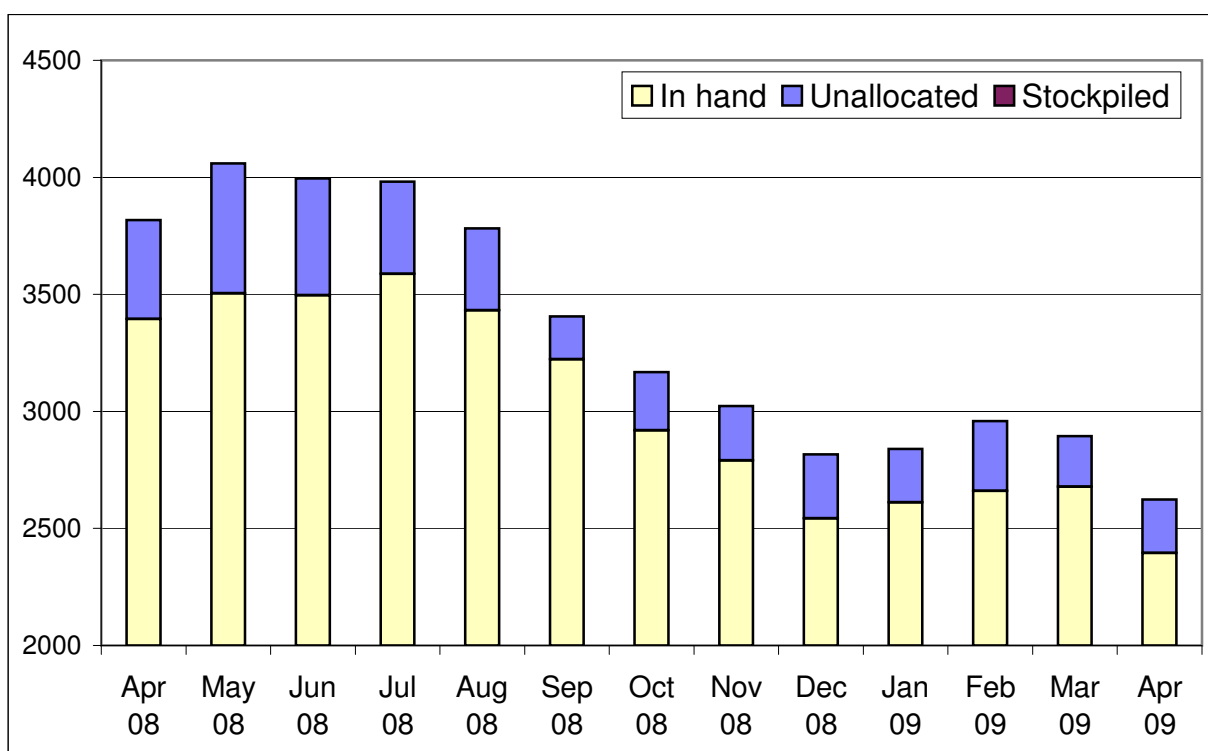
Category	Month				3 month roll				12 month roll			
	A	B	C	Comm	A	B	C	Comm	A	B	C	Comm
Adult Care Services	15	8	12	35	39	33	51	123	129	153	156	438
Benefits	7	6	8	21	27	24	26	77	128	107	109	344
housing benefit	6	5	6	17	20	23	21	64	106	88	82	276
Children Family services	6	15	16	37	24	38	49	111	106	134	165	405
Education	37	22	24	83	103	52	55	210	754	492	540	1786
school admissions	28	14	13	55	70	27	24	121	620	361	439	1420
Transport Highways	24	22	15	61	91	71	54	216	439	306	202	947
parking	11	9	2	22	40	26	13	79	205	106	46	357
Housing	64	35	37	136	158	135	121	414	724	580	515	1819
housing allocations	16	8	8	32	40	34	23	97	152	122	103	377
housing repairs	16	12	10	38	48	47	40	135	257	210	179	646
Other	32	34	42	108	116	136	243	495	471	555	722	1748
antisocial behaviour	9	11	9	29	26	33	20	79	121	139	124	384
Planning	38	60	59	157	128	215	186	529	619	897	718	2234
enforcement	7	1	4	12	23	47	29	99	131	139	116	386
planning applications	26	49	49	124	89	152	133	374	398	640	507	1545
Local taxation	13	12	11	36	28	42	29	99	150	148	129	427
Total	236	214	224	674	714	746	814	2274	3520	3372	3256	10148



Complaints Workload

Table 4: Complaints workload at end of April 2009

	A	B	C	Comm	Prev year
Total complaints allocated to investigators at 31/03/09	723	1,014	941	2,678	3,875
Total complaints allocated to investigators at 30/04/09					
in hand less than 13 weeks	407	512	448	1,367	2,437
in hand between 13 to 26 weeks	157	227	153	537	747
in hand between 26 to 52 weeks	83	157	120	360	514
in hand over 52 weeks	32	53	46	131	170
TOTAL IN HAND	679	949	767	2,395	3,868
Per investigator	21.7	35.5	26.5	27.5	
TOTAL UNALLOCATED AT 30/04/09	88	77	63	228	422
unallocated more than 4 wks at 30/04/09	11	10	18	39	10
complaints stockpiled at 30/04/09	0	0	0	0	0
TOTAL IN HAND, UNALLOCATED AND STOCKPILED	767	1,026	830	2,623	4,290
Total complaints per investigator	24.5	38.4	28.6	30.2	

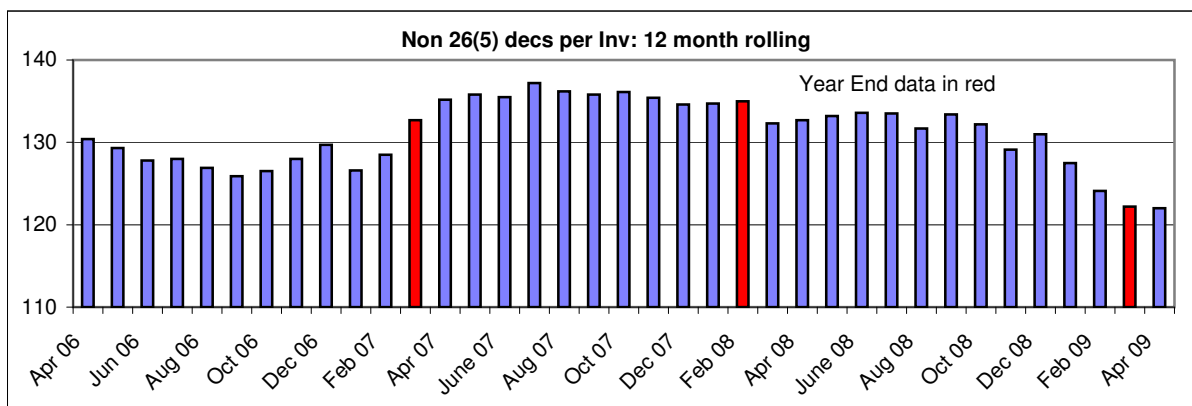


Complaints Decisions

Table 5: Decisions

Month of April 2009	A	B	C	Comm	Prev year
Prematures	0	0	0	0	135
Outside jurisdiction	41	48	40	129	205
Ombudsman's discretion	48	48	173	269	250
No or insuff evidence of mal	100	136	128	364	404
Local settlement	69	67	71	207	227
Reports (no of complaints)	1	0	0	1	12
Total decisions (ex 26(5)s)	259	299	412	970	1,098
Total decisions	259	299	412	970	1,233
Total decisions (ex 26(5)s): planned	284	284	284	852	
<i>non 26(5) Dec per investigator</i>	8.3	11.1	14.2	11.1	
3 month rolling	A	B	C	Comm	Prev year
Prematures	0	0	1	1	1,070
Outside jurisdiction	134	140	100	374	607
Ombudsman's discretion	163	164	287	614	754
No or insuff evidence of mal	312	329	328	969	1,154
Local settlement	210	187	185	582	668
Reports (no of complaints)	10	7	3	20	29
Total decisions (ex 26(5)s)	829	827	903	2,559	3,212
Total decisions	829	827	904	2,560	4,282
Total decisions (ex 26(5)s): planned	852	852	852	2,556	
<i>non 26(5) Dec per investigator</i>	26.5	29.4	28.6	28.1	
12 month rolling	A	B	C	Comm	Prev year
Prematures	1	3	2	6	4,724
Outside jurisdiction	532	505	397	1,434	2,464
Ombudsman's discretion	914	721	871	2,506	2,919
No or insuff evidence of mal	1,476	1,606	1,539	4,621	4,967
Local settlement	992	829	907	2,728	2,914
Reports (no of complaints)	34	82	16	132	122
Total decisions (ex 26(5)s)	3,948	3,743	3,730	11,421	13,386
Total decisions	3,949	3,746	3,732	11,427	18,110
Total decisions (ex 26(5)s): planned	3,333	3,333	3,333	10,000	
<i>non 26(5) Dec per investigator</i>	126.1	126.1	114.3	122.0	

Total decisions (ex 26(5)s): planned This years targets have been used above to indicate if current performance (albeit some/most was in last year) is at a level to meet **this years target**.



Complaints Decisions

Table 5a: Decisions
to end of April 2009

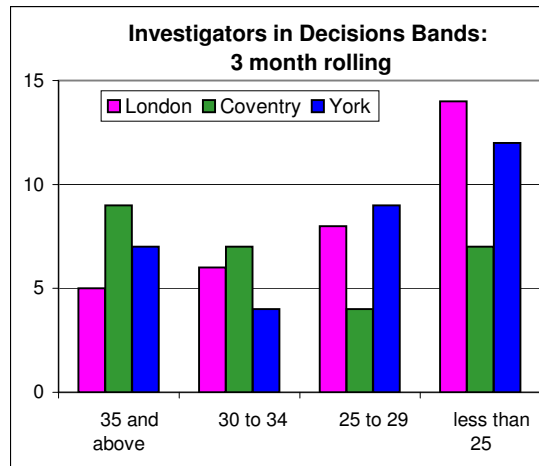
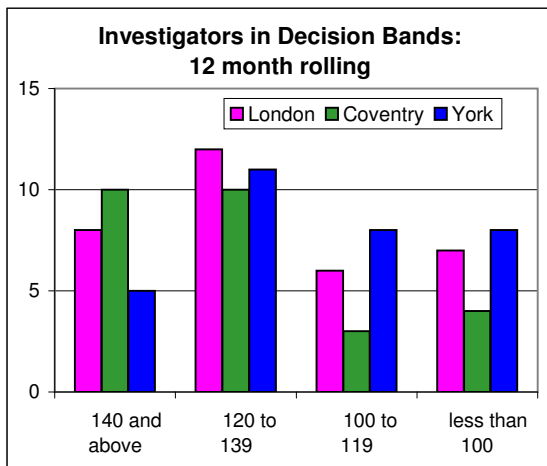
3 month rolling

Investigators in Decisions Bands*	A	B	C	Comm	Prev year
35 and above	5	9	7	21	
between 30 and 34	6	7	4	17	
between 25 and 29	8	4	9	21	
less than 25	14	7	12	33	
Investigators Head Count	33	27	32	92	

12 month rolling

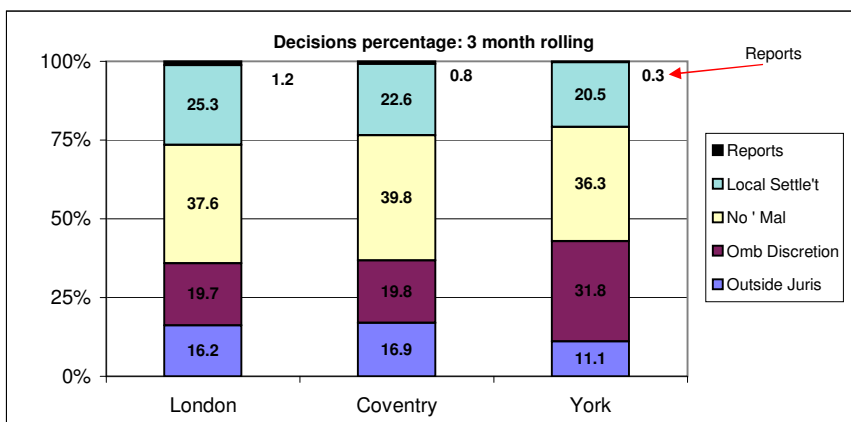
Investigators in Decisions Bands*	A	B	C	Comm	Prev year
140 and above	8	10	5	23	
between 120 and 139	12	10	11	33	
between 100 and 119	6	3	8	17	
less than 100	7	4	8	19	
Investigators Head Count	33	27	32	92	

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 (also excludes mat leave)
The information for **substantive decisions** has been adjusted for FTE (with SI as 0.5)

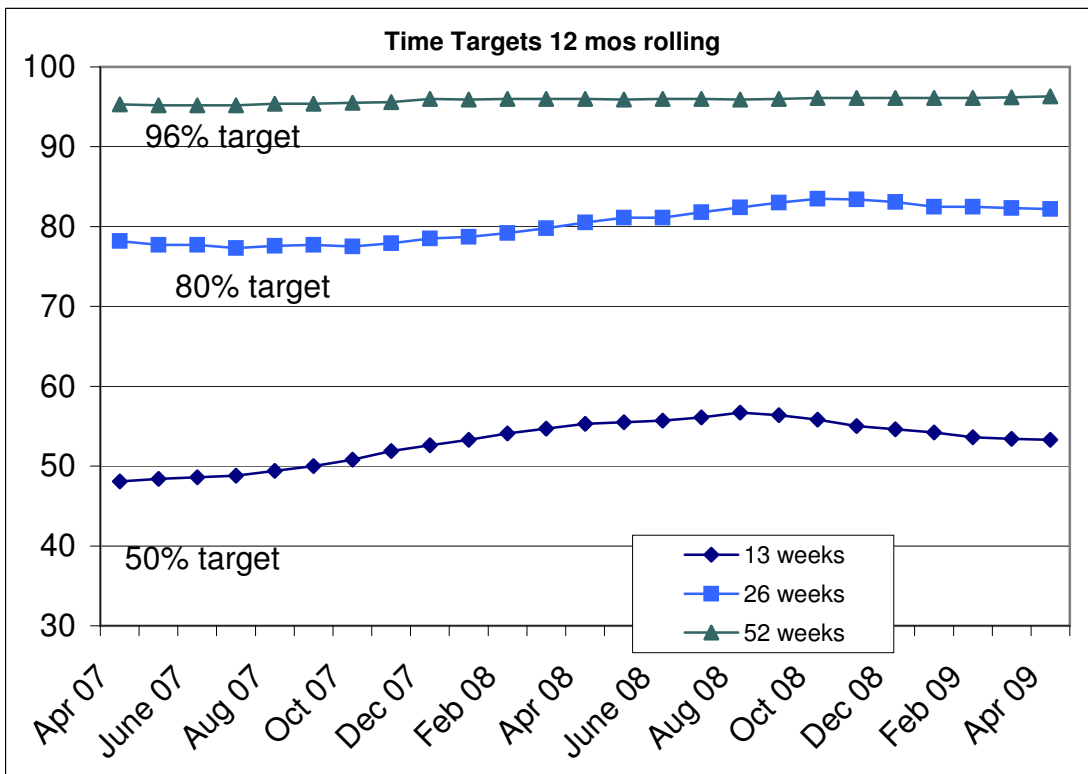
This graph below illustrates the percentage of each decision type by Office.
The data is the 3 month rolling information. In this example February, March and April 2009



Complaints Decisions

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

Month of April 2009	A	B	C	Comm	Prev year
% in 13 weeks	61.8	48.8	69.7	61.1	60.5
target	50.0	50.0	50.0	50.0	50.0
% in 26 weeks	85.7	78.9	87.4	84.3	85.4
target	80.0	80.0	80.0	80.0	80.0
% in 52 weeks	97.3	96.3	98.1	97.3	95.5
target	96.0	96.0	96.0	96.0	96.0
Average time	15.1	18.5	14.6	15.9	15.6
3 month rolling	A	B	C	Commn	Prev year
% in 13 weeks	58.8	43.9	58.1	53.8	57.7
target	50.0	50.0	50.0	50.0	50.0
% in 26 weeks	84.8	76.9	84.3	82.1	83.8
target	80.0	80.0	80.0	80.0	80.0
% in 52 weeks	97.3	96.1	96.9	96.8	95.9
target	96.0	96.0	96.0	96.0	96.0
Average time	15.5	19.2	16.6	17.0	16.0
12 month rolling	A	B	C	Commn	Prev year
% in 13 weeks	60.2	46.7	52.5	53.3	55.4
target	50.0	50.0	50.0	50.0	50.0
% in 26 weeks	86.3	78.8	81.4	82.2	80.5
target	80.0	80.0	80.0	80.0	80.0
% in 52 weeks	97.7	95.6	95.5	96.3	96.0
target	96.0	96.0	96.0	96.0	96.0
Average time	14.9	18.8	17.9	17.2	17.0



Reports and Post Decision

Table 7: Reports since 1 April 2009

Team	Total reports issued*	Mal/service			No maladministration	Further reports
		Mal/service failure and injustice	failure and inj, remedy agreed	Mal/service failure, no injustice		
A	1	1				
B	0					
C	0					
Commission	1	1	0	0	0	

*This total does not include any further reports

Table 8: Post decision correspondence

Month of April 2009	A	B	C	Comm	Prev year
Compliments rec'd in period	10	20	11	41	70
Comebacks received in period	34	28	41	103	132
Comebacks terminated in period	28	24	37	89	130
Comebacks as a % of total decisions	10.7%	7.6%	8.3%	8.7%	9.9%
% of comebacks completed within 28 days	48.1%	31.8%	70.6%	53.0%	72.4%
3 month rolling	A	B	C	Comm	Prev year
Compliments rec'd in period	31	55	33	119	202
Comebacks received in period	111	96	87	312	293
Comebacks terminated in period	126	99	86	311	312
Comebacks as a % of total decisions	15.3%	11.7%	8.5%	11.7%	7.3%
% of comebacks completed within 28 days	53.2%	61.1%	68.8%	59.8%	60.6%
Outcome of comebacks 3 moth rolling					
i) Review req: Decision confirmed	105	94	65	264	285
ii) Review req: Dec confirmed: further expl	8	1	10	19	6
iii) Review req: Dec confirmed: new reason	2	0	0	2	1
iv) Review req: Relaunched: new information	3	0	2	5	17
v) Review req: Relaunched: procedural error	3	1	6	10	2
Unsatisfactory original decision (ii, iii, v)	13	2	16	31	9
<i>Unsatisfactory as % of total decisions</i>	1.5%	0.2%	1.6%	1.1%	0.2%
vi) Out of time	0	0	0	0	
vii) Service complaint: not upheld	3	0	2	5	
viii) Service Complaint: upheld in part	1	1	1	3	
ix) Service complaint: upheld in full	1	0	0	1	
x) Non-substantive response sent	0	2	0	2	
12 month rolling	A	B	C	Comm	Prev year
Compliments rec'd in period	138	264	212	614	782
Comebacks received in period	472	398	314	1184	1246
Comebacks terminated in period	491	454	340	1,285	1,275
Combacks as a % of total decisions	11.9%	10.7%	8.4%	10.4%	6.9%
% of comebacks completed within 28 days	66.7%	53.8%	68.8%	62.9%	59.1%