

APPENDIX 2

BREAKDOWN OF DECISIONS MADE BY THE OMBUDSMAN DURING 2010/11 AND COMMUNICATED TO LA'S

Authority	Total Complaints (Excluding Prematures)	Mal	LS	NM	OD	OJ	Total Compensation	Days to respond (target 28 days)
Brighton & Hove	61 (67)	0 (1)	18 (17)	20 (32)	15 (10)	8 (7)	>£4,000 (Not Reported)	28.7 (32.3)
Bristol	106 (96)	0 (0)	29 (19)	42 (42)	13 (17)	22 (18)	£19,164 (£17,680)	27.2 (25.1)
Plymouth	52 (48)	0 (0)	11 (11)	19 (25)	11 (5)	11 (7)	Not Reported (£1,375)	25.2 (25.1)
Portsmouth	32 (28)	0 (0)	5 (6)	13 (15)	8 (4)	3 (3)	Not Reported (£150)	24.1 (25.1)
Southampton	30 (28)	0 (0)	10 (7)	13 (8)	5 (7)	2 (6)	£3,650 (£4,525)	20.2 (21.4)

Mal = Maladministration (with or without Reports)

LS = Local Settlements

NM = No Maladministration / No fault

OD = Ombudsman's Discretion to discontinue

OJ = Outside Jurisdiction

(*Figures in Brackets*) = Last Years figures