

## APPENDIX 2

### BREAKDOWN OF DECISIONS MADE BY THE OMBUDSMAN DURING 2011/12 AND COMMUNICATED TO LA'S

Authority	Total Complaints (Excluding Prematures)	Rep	IR	NF	NRI/ INJ	NPI	Total Compensation	Days to respond (target 28 days)
Brighton & Hove	100 (61)	1 (0)	27 (18)	35 (20)	37 (15)	0 (8)	No Longer reported	27 (28.7)
Bristol	99 (106)	1 (0)	17 (29)	50 (42)	27 (13)	4 (22)	No Longer reported	33.4 (27.2)
Plymouth	37 (52)	0 (0)	6 (11)	19 (19)	9 (11)	3 (11)	No Longer reported	24.3 (25.2)
Portsmouth	27 (32)	0 (0)	4 (5)	17 (13)	3 (8)	3 (3)	No Longer reported	26.2 (26.1)
Southampton	36 (30)	0 (0)	8 (10)	17 (13)	7 (5)	4 (2)	£3,650 (£3,650)	23.8 (20.2)

Rep = Maladministration (Reported)

IR = Injustice Remedied During Investigation (formerly Local Settlements)

NF = Not enough evidence of fault / No or Minor Injustice

NRI / INJ = No Reason to Investigate / Investigation Not Justified

NPI = No Power to Investigate (formerly Outside Jurisdiction)

(Figures in Brackets) = Last Years figures