

Appendix 2

Ombudsman Cases 2007/2008 – Decisions Issued

1 Analysis by Business Unit (excl. premature complaints)

	2004/2005	2005/2006	2006/2007	2007/2008
Business Unit	Total	Total	Total	Total
Housing	6	6	-	-
OBS	2	0	-	-
Oxford City Homes	-	-	9	5
Planning	5	8	11	5
Revenues & Benefits	3	2	5	4
Leisure & Culture	1	2	0	4
Built Environment	1	0	0	0
Neighbourhood Renewal	1	0	0	1
Finance & Asset Mgmt	1	1	1	1
City Works	1	0	2	3
Human Resources	1	0	0	0
Environmental Health	0	0	2	1
Facilities Management	0	0	0	1
Community Housing	-	-	0	2
Total	22	19	30	27

2 Analysis by Business Unit

Category	Number	Breakdown by Business Unit
No Maladministration	13	2 Planning
		2 OCH
		2 Revenues and Benefits
		2 Community Housing
		1 Facilities Management
		1 Environmental Health
		1 Finance and Asset Management
		1 Leisure and Culture
		1 Neighbourhood Renewal
Local Settlement	7	2 OCH
		2 Leisure & Culture
		1 Revenues & Benefits
		1 City Works
		1 Planning
Ombudsman Discretion (No or insufficient evidence of injustice)	2	1 Leisure and Culture
		1 OCH
Ombudsman Jurisdiction (Outside jurisdiction)	5	2 Planning
		2 City Works
		1 Revenues & Benefits
Reports (Formal report issued)	0	
Sub Total	27	
Premature	8	

Total	35	
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