

QUARTERLY DATA FOR STANDARDS COMMITTEE

For quarter 4: 1/10/04 to 31/12/04

Number of New Ombudsman complaints received

				Quarter 4 Oct – December
				20
- Benefit				3
- Other Housing				10
- Environment & Conservation				5
- Finance				2
- Social Services				
- Law and Public Services				

Number of Ombudsman complaints settled

				Quarter 4 Oct – December
				22
Total number where compensation paid				7
- Benefit				3
- Other Housing				3
- Environment & Conservation				1
- Finance				
- Social Services				
- Law and Public Services				

B – Ombudsman maladministration cases

There was 1 maladministration report issued against the council by the Ombudsman during this quarter. In essence the report was critical of our handling of a homelessness application and subsequent housing transfer.