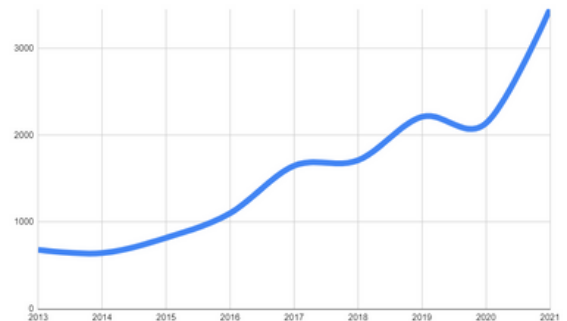


# OMBUDSMAN PRIORITIES

In 2020-21, the last year they published, the Ombudsman made 3,455 determinations, over 60% increase on the previous year. The Ombudsman has a memorandum of understanding with the RSH - they will be looking at each other's findings. So we wanted to examine the key priorities as noted in their publications.



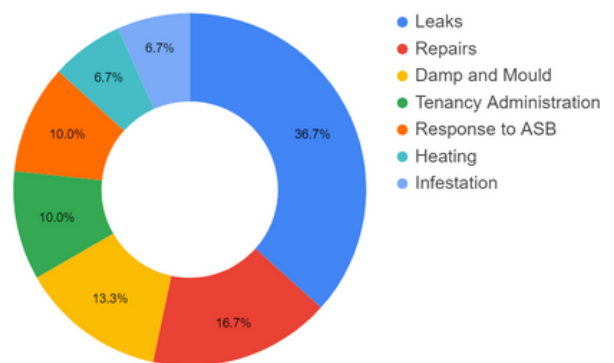
Ombudsman determinations by year

	Proportion of Complaints	Of which Maladministration	Of which Redress
Property condition	40%	41%	23%
Complaint handling	16%	65%	20%
Antisocial behaviour	12%	31%	8%

Ombudsman determinations by subject

We looked at publications by the Ombudsman in their correspondence. Property condition is most likely to inspire contact with the ombudsman. Complaint handling issues were the most likely to be escalated to maladministration.

We looked at the Ombudsman's reporting on Serious Maladministration cases. Most common issues are around leaks, and damp and mould. But looking at the common topics across the reports shows that these issues were exacerbated by a complaint handling, record keeping and staff training challenges.



Serious Maladministration cases by subject



Serious Maladministration cases by topic