

**SELECT COMMITTEE TO OVERSEE  
PERFORMANCE OF THE  
OFFICE OF THE OMBUDSMAN**  
*3<sup>rd</sup> Quarter Report 2021*

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# Financial Report

## ACTUAL EXPENDITURES

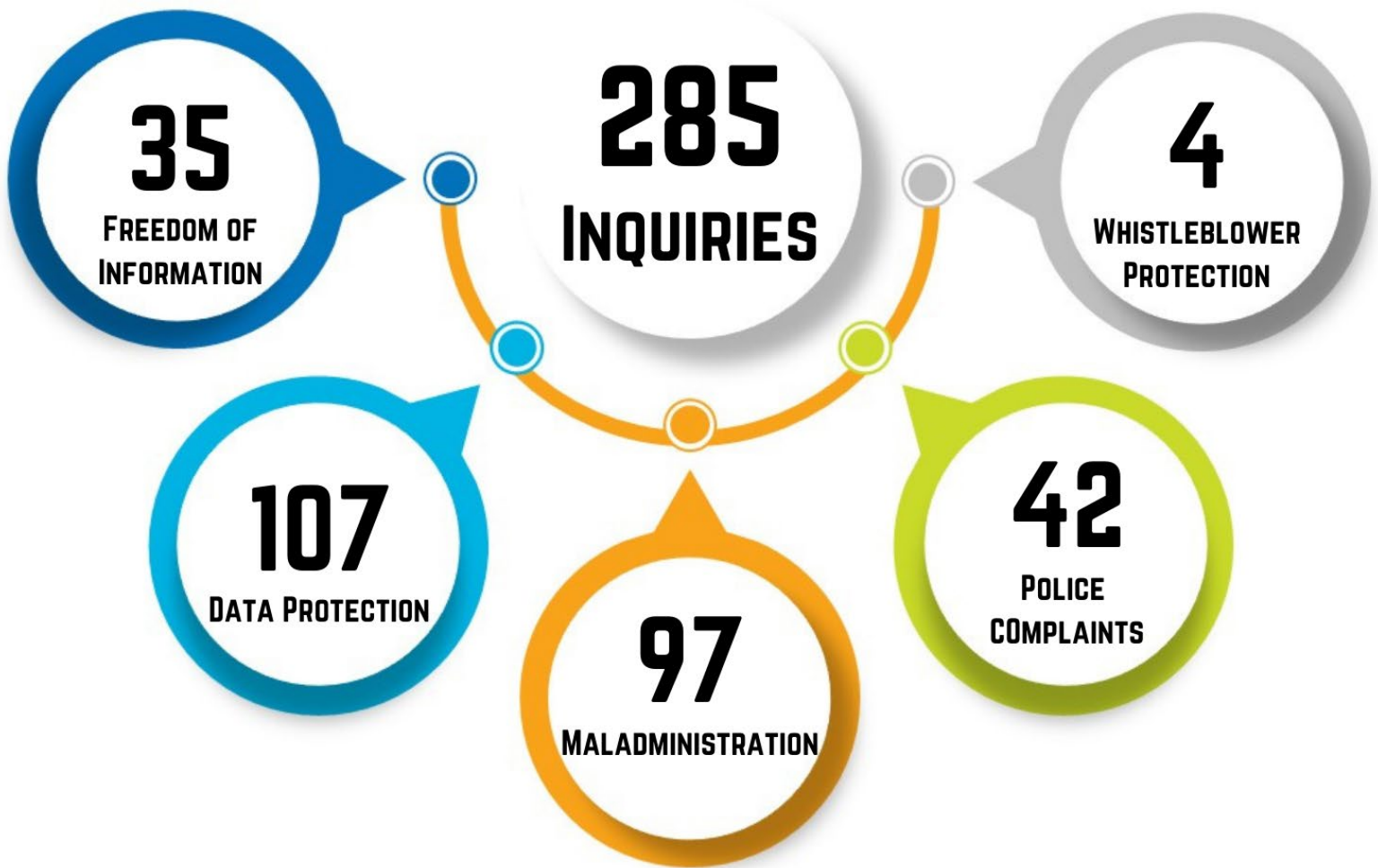
Description	2021 Full Year Budget	Actuals to September 2021	Budget Remaining
Personnel Costs	1,630,522	1,292,452	338,070
Supplies & Consumables	417,499	213,046	204,453
Leases	112,260	80,955	31,305
Depreciation	118,706	90,849	27,857
<b>Total</b>	<b>2,278,987</b>	<b>1,677,302</b>	<b>601,685</b>

## FORECAST EXPENDITURES

Description	2021 Full Year Budget	Total Actuals to September 2021	October	November	December	Total Forecasted Expenditures October to December 2021	Budget Remaining
Personnel Costs	1,630,522	1,292,452	143,606	143,606	143,606	430,817	(92,747)
Supplies & Consumables	417,499	213,046	22,149	22,149	22,149	66,448	138,005
Leases	112,260	80,955	8,995	8,995	8,995	26,985	4,320
Depreciation	118,706	90,849	10,094	10,094	10,094	30,283	(2,426)
<b>Total</b>	<b>2,278,987</b>	<b>1,677,302</b>	<b>184,844</b>	<b>184,844</b>	<b>184,844</b>	<b>554,533</b>	<b>47,152</b>

## Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 30 SEPTEMBER 2021)



## OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 30 SEPTEMBER 2021)

CASES RECEIVED AS AT 30  
SEPTEMBER 2021

FREEDOM OF INFORMATION	26
DATA PROTECTION	100
MALADMINISTRATION	51
POLICE COMPLAINTS	22
WHISTLEBLOWER PROTECTION	1

OPEN CASES AS AT 30 SEPTEMBER  
2021

FREEDOM OF INFORMATION	16
DATA PROTECTION	42
MALADMINISTRATION	23
POLICE COMPLAINTS	16
WHISTLEBLOWER PROTECTION	2

81

200

182

99

## CASES CARRIED FORWARD

FREEDOM OF INFORMATION	17
DATA PROTECTION	36
MALADMINISTRATION	11
POLICE COMPLAINTS	15
WHISTLEBLOWER PROTECTION	2

CASES CLOSED AS AT 30  
SEPTEMBER 2021

FREEDOM OF INFORMATION	27
DATA PROTECTION	94
MALADMINISTRATION	39
POLICE COMPLAINTS	21
WHISTLEBLOWER PROTECTION	1

STATISTICS BY DIVISION – 3<sup>RD</sup> QUARTER

## INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION			
	1 <sup>ST</sup> QTR	2 <sup>ND</sup> QTR	3 <sup>RD</sup> QTR
Inquiries Answered	6	12	17
Presentations	2	2	
Cases Carried Forward from Previous Quarter	17	14	14
Appeals Received	10	8	8
Cases Resolved	13	8	6
<b>Assessment/Disposition</b>	<b>0</b>	<b>1</b>	<b>0</b>
Non-Jurisdictional	0	1	0
<b>Informal Resolution</b>	<b>11</b>	<b>6</b>	<b>3</b>
Partial Disclosure	3	2	1
Non-disclosure	2	0	0
Full Disclosure	4	4	1
Other	2	0	1
<b>Decisions</b>	<b>2</b>	<b>1</b>	<b>3</b>
Appeal Dismissed	1	0	2
Appeal Partially Upheld	0	0	1
Appeal Upheld	1	1	0
Other	0	0	0
<b>Open Cases</b>	<b>14</b>	<b>14</b>	<b>16</b>

<b>DATA PROTECTION</b>			
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	
<b>Inquiries Answered</b>	<b>38</b>	<b>35</b>	<b>34</b>
<b>Presentations</b>	<b>1</b>	<b>0</b>	

<b>Data Protection – Complaints</b>			
<b>Cases Carried Forward from Previous Quarter</b>	<b>7</b>	<b>8</b>	<b>11</b>
<b>Cases Received</b>	<b>4</b>	<b>11</b>	<b>5</b>
<b>Cases Resolved</b>	<b>3</b>	<b>8</b>	<b>4</b>
<b>Assessment/Disposition</b>	<b>1</b>	<b>1</b>	<b>0</b>
Non-Jurisdictional	0	0	0
Complaint Refused (s. 43(4))	1	1	0
Complaint Abandoned	0	0	0
Complaint Withdrawn	0	0	0
Referred to another DP Authority	0	0	0
Other	0	0	0
<b>Informal Resolution</b>	<b>1</b>	<b>7</b>	<b>2</b>
Supported	0	5	2
Not Supported	1	2	0
Complaint Abandoned	0	0	0
Complaint Withdrawn	0	0	0
<b>Order</b>	<b>1</b>	<b>0</b>	<b>2</b>
Enforcement Order Issued	1	0	2
Monetary Order Issued	0	0	0
Enforcement and Monetary Order Issued	0	0	0
<b>Open Cases</b>	<b>8</b>	<b>11</b>	<b>12</b>

<b>Data Protection – Breach Notification</b>			
<b>Cases Carried Forward from Previous Quarter</b>	<b>29</b>	<b>36</b>	<b>38</b>
<b>Cases Received</b>	<b>34</b>	<b>29</b>	<b>17</b>
<b>Cases Resolved</b>	<b>27</b>	<b>27</b>	<b>25</b>
<b>Assessment/Disposition</b>	<b>25</b>	<b>26</b>	<b>21</b>
Non-Jurisdictional	0	3	0
Appropriate Actions Taken	25	23	21
Other	0	0	0
<b>Informal Resolution</b>	<b>1</b>	<b>1</b>	<b>4</b>
Resolved Informally	1	1	4
<b>Order</b>	<b>1</b>	<b>0</b>	<b>0</b>
Enforcement Order Issued	1	0	0
Monetary Order Issued	0	0	0
Enforcement and Monetary Order Issued	0	0	0
<b>Open Cases</b>	<b>36</b>	<b>38</b>	<b>30</b>

## COMPLAINTS DIVISION

<b>MALADMINISTRATION</b>			
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>
<b>Inquiries Answered</b>	<b>30</b>	<b>25</b>	<b>42</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>11</b>	<b>18</b>	<b>24</b>
<b>Complaints Received</b>	<b>17</b>	<b>14</b>	<b>20</b>
<b>Cases Resolved</b>	<b>10</b>	<b>8</b>	<b>21</b>
<b><i>Assessment/Disposition</i></b>	<b>6</b>	<b>2</b>	<b>13</b>
Non-Jurisdictional <sup>†</sup>	6	2	13
Complaint Refused	0	0	0
Complaint Withdrawn	0	0	0
<b><i>Early Resolution</i></b>	<b>3</b>	<b>6</b>	<b>7</b>
Successfully Resolved	3	6	7
Complaint Withdrawn	0	0	0
<b><i>Investigation</i></b>	<b>1</b>	<b>0</b>	<b>1</b>
Supported	0	0	1
Not Supported	0	0	0
Successfully Resolved	0	0	0
Complaint Withdrawn	1	0	0
<b>Open Cases</b>	<b>18</b>	<b>24</b>	<b>23</b>

<sup>†</sup>This includes complaints which are time barred, appeals have not been exhausted, cases referred to another agency, the issue/entity is not subject to investigation or a Schedule 2 restriction exists



<b>POLICE COMPLAINTS</b>			
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>
<b>Inquiries Answered</b>	<b>12</b>	<b>15</b>	<b>15</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>15</b>	<b>16</b>	<b>15</b>
<b>Complaints Received</b>	<b>9</b>	<b>4</b>	<b>9</b>
<b>Cases Resolved</b>	<b>8</b>	<b>5</b>	<b>8</b>
<b><i>Assessment/Disposition</i></b>	<b>3</b>	<b>2</b>	<b>2</b>
Non-Jurisdictional	1	0	0
Investigation Time Barred	0	0	0
Investigation Refused (s. 3(2)(g))	0	0	0
Complaint Withdrawn	1	1	0
Complaint Abandoned	1	1	1
Other	0	0	1
<b><i>Informal Resolution</i></b>	<b>4</b>	<b>2</b>	<b>4</b>
Successfully Resolved	4	2	3
Other	0	0	1
<b><i>Investigation</i></b>	<b>1</b>	<b>1</b>	<b>2</b>
Supported	1	0	0
Not Supported	0	0	1
Complaint Withdrawn	0	0	0
Complaint Abandoned	0	0	1
Other	0	1	0
<b>Outstanding Referrals to RCIPS</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Open OMB Files</b>	<b>16</b>	<b>15</b>	<b>16</b>
<b>Open Cases</b>	<b>16</b>	<b>15</b>	<b>16</b>

<b>WHISTLEBLOWER PROTECTION</b>			
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>
<b>Inquiries Answered</b>	<b>0</b>	<b>3</b>	<b>1</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Complaints Received</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Cases Resolved</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><i>Assessment/Disposition</i></b>	<b>0</b>	<b>0</b>	<b>1</b>
Non-Jurisdictional	0	0	1
Referred to Another Agency	0	0	0
<b><i>Investigation</i></b>	<b>0</b>	<b>0</b>	<b>0</b>
Supported	0	0	0
Not Supported	0	0	0
<b>Open Cases</b>	<b>2</b>	<b>2</b>	<b>2</b>

# Office Overview

## FINANCIAL MATTERS

We are projected to be under budget.

## OPERATIONAL MATTERS

We are awaiting confirmation of the budget for 2022 so that we can fill the vacant position in our office.

## ADMINISTRATIVE/STAFFING MATTERS

The job description for the Investigator (Maladministration) is being drafted and is expected to be submitted to PoCS in the fourth quarter.

A senior investigator on the complaints team has submitted her resignation effective December. This is in addition to the retirement of another senior investigator. This will leave one investigator on the maladministration team which is normally comprised of three people. Given that we will be short staffed, we will be offering the investigator who resigned a short term contract for remote work to tide us over until we are able to hire a replacement. We also offered the retiring investigator a short term contract but she declined the offer.