

Local Government
OMBUDSMAN

**The Local Government Ombudsman's
Annual Letter**

Adur District Council
for the year ended
31 March 2008

The Local Government Ombudsman (LGO) provides a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, the Ombudsmen aim to get it put right by recommending a suitable remedy. The LGO also uses the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual letters.

Annual Letter 2007/08 - Introduction

This annual letter provides a summary of the complaints we have received about Adur District Council. We have included comments on the authority's performance and complaint-handling arrangements, where possible, so they can assist with your service improvement.

I hope that the letter will be a useful addition to other information your authority holds on how people experience or perceive your services.

Two attachments form an integral part of this letter: statistical data covering a three year period and a note to help the interpretation of the statistics.

Complaints received

We received 16 complaints about your authority, seven more than the preceding year. Seven were about planning, mostly about the Council's handling of applications for planning permission. There were four housing complaints, one each about repairs, homelessness, allocations and sales/leaseholds.

Decisions on complaints

During the year I made 15 decisions on complaints against your authority. I referred three of these to your Council to investigate as 'premature' because I did not consider that it had had a reasonable opportunity to investigate and reply to them through its own procedure. Of the remaining complaints I found no maladministration in ten and I used my discretion to close a further two.

One complaint about a planning application was that a councillor who had declared a prejudicial interest had attended a site visit. Although I could not conclude that the site visit affected the outcome, I considered that this was not good practice. The Council agreed to review its arrangements for site visits to avoid a similar situation occurring in future.

Your Council's complaints procedure and handling of complaints

We referred three complaints to the Council to be dealt with under its complaints procedure. We decided one complaint which had previously been referred in this way but where the complainant came back to us, dissatisfied with the Council's reply. We did not uphold that complaint.

I am aware that the new joint management arrangements with Worthing Borough Council have triggered a series of service reviews and I look forward to hearing how any changes will affect the Council's complaint handling arrangements.

Liaison with the Local Government Ombudsman

The time taken by the Council to respond to first written enquiries from my office was 36.6 days which is longer than the target I set of 28 days and an increase on the average of 20 days in the previous year. The increase seems to have been general, across all subject categories. I should be interested to know any explanation the Council may have for this and what arrangements are to be put in place to improve response times.

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Training in complaint handling

Part of our role is to provide advice and guidance about good administrative practice. We offer training courses for all levels of local authority staff in complaints handling and investigation. This year we carried out a detailed evaluation of the training with councils that have been trained over the past three years. The results are very positive.

The range of courses is expanding in response to demand. In addition to the generic Good Complaint Handling (identifying and processing complaints) and Effective Complaint Handling (investigation and resolution) we run open courses for groups of staff from different smaller authorities and also customise courses to meet your Council's specific requirements. I am pleased that your Council was represented on a course on Effective Complaint Handling we ran in December for the authorities in West Sussex.

I have enclosed some information on the full range of courses available together with contact details for enquiries and any further bookings.

LGO developments

We launched the LGO Advice Team in April, providing a first contact service for all enquirers and new complainants. Demand for the service has been high. Our team of advisers, trained to provide comprehensive information and advice, has dealt with many thousands of calls since the service started.

The team handles complaints submitted by telephone, email or text, as well as in writing. This new power to accept complaints other than in writing was one of the provisions of the Local Government and Public Involvement in Health Act, which also came into force in April. Our experience of implementing other provisions in the Act, such as complaints about service failure and apparent maladministration, is being kept under review and will be subject to further discussion. Any feedback from your Council would be welcome.

Last year we published two special reports providing advice and guidance on 'applications for prior approval of telecommunications masts' and 'citizen redress in local partnerships'. Again, I would appreciate your feedback on these, particularly on any complaints protocols put in place as part of the overall governance arrangements for partnerships your Council has set up.

Conclusions and general observations

I welcome this opportunity to give you my reflections about the complaints my office has dealt with over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your Council's services.

Tony Redmond
Local Government Ombudsman
10th Floor, Millbank Tower
Millbank
London SW1P 4QP

June 2007

Enc: Statistical data
Note on interpretation of statistics
Leaflet on training courses (with posted copy only)

Complaints received by subject area	Benefits	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2007 - 31/03/2008	1	4	3	7	1	0	16
2006 / 2007	0	2	2	4	0	1	9
2005 / 2006	2	3	8	1	0	0	14

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Premature complaints	Total excl premature	Total
01/04/2007 - 31/03/2008	0	0	0	0	10	2	0	3	12	15
2006 / 2007	0	1	0	0	5	5	2	0	13	13
2005 / 2006	0	0	0	0	5	6	0	1	11	12

See attached notes for an explanation of the headings in this table.

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2007 - 31/03/2008	5	36.6
2006 / 2007	4	20.0
2005 / 2006	8	28.9

Average local authority response times 01/04/2007 to 31/03/2008

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	56.4	24.6	19.1
Unitary Authorities	41.3	50.0	8.7
Metropolitan Authorities	58.3	30.6	11.1
County Councils	47.1	38.2	14.7
London Boroughs	45.5	27.3	27.3
National Park Authorities	71.4	28.6	0.0