

Local Government OMBUDSMAN

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

Charnwood Borough 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 Charnwood Borough 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

Volume

We received 19 complaints against your Council during the year, a similar number to last year.

Character

The seven planning and building control complaints account for almost a third of all the complaints received. There were three complaints about benefits and two complaints in each of the housing and public finance categories.

In the 'other' category there were two complaints about waste management and single complaints about antisocial behaviour, miscellaneous and contracts and business matters.

Decisions on complaints

Reports and local settlements

When we complete an investigation we issue a report. I issued no reports against your Council this year.

A 'local settlement' is a complaint where, during the course of our investigation, the Council has agreed to take some action which we consider is a satisfactory response to the complaint. The investigation is then discontinued.

In 2007/08 the Local Government Ombudsmen determined some 27% of complaints by local settlement (excluding 'premature' complaints - where councils have not had a proper chance to deal with them - and those outside our jurisdiction).

One complaint about housing allocations was settled locally this year. The Council failed to seek an occupational health assessment of the suitability of a property for a wheelchair user before allocating it to the complainant. The property was unsuitable for his needs and the Council remedied the situation by transferring the complainant to another property and making a payment of £500 in compensation. I am grateful for the Council's assistance in resolving this complaint.

Other findings

I decided 17 complaints during the year. Of these, six were referred back to your Council as premature to allow consideration through your Council's complaint process.

Two complaints were outside my jurisdiction and the remaining eight were not pursued either because

no evidence of maladministration was seen or for a variety of other reasons, mainly because no significant injustice flowed from the maladministration alleged.

Your Council's complaints procedure and handling of complaints

This year the number of complaints decided as premature represents just over a third of all decisions, which is slightly higher than the national average of 27%. During the year it came to my notice that a complainant had visited the Council's office to ask for information about how to complain. She was given a complaint form for my office rather than being directed to the Council's own complaints process. While this may be an isolated incident, it may be timely for the Council to review the accessibility of its complaint process and to ensure that all front line staff are aware of the procedure.

One complaint was resubmitted to me but was not pursued because no evidence of maladministration was seen.

Liaison with the Local Government Ombudsman

I ask councils to respond to my enquiries within 28 days. This year your Council's average response time was a commendable 20 days, seven days fewer than in 2006-2007. I am very grateful to the Council for its continued efforts in this area.

I was pleased to give a seminar in February of this year to officers of authorities in the Leicestershire region. I hope those from your authority who were able to attend found it useful.

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 can run open courses for groups of staff from different smaller authorities and also customise courses to meet your Council's specific requirements.

All courses are presented by an experienced investigator so participants benefit from their knowledge and expertise of complaint handling.

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, have 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'. 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.

J R White
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June 2008

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	3	2	5	7	2	0	19
2006 / 2007	1	5	5	4	2	3	20
2005 / 2006	0	3	8	17	5	0	33

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	1	0	0	7	1	2	6	11	17
2006 / 2007	0	5	0	0	12	6	0	5	23	28
2005 / 2006	0	3	0	0	8	6	2	9	19	28

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	3	20.0
2006 / 2007	9	26.7
2005 / 2006	16	36.6

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