

Local Government
OMBUDSMAN

**The Local Government Ombudsman's
Annual Letter
Lincoln City 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 received about Lincoln City Council and comments on the authority's performance and complaint-handling arrangements.

I hope that the letter will assist you in improving services by providing a useful perspective on how some people who are dissatisfied 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

As the statistical information shows, I received 20 complaints about your Council in 2007/08; the same as for the previous year. The types of complaints covered all areas of the Council. The numbers received were too low for me to draw any meaningful conclusions or identify any trends.

Liaison with the Local Government Ombudsman

My office continues to enjoy a good relationship with your Council's liaison officer who provides timely responses to our initial enquiries. As the statistical information shows, the average response time has fallen from 38 days in 2006/07 to just 20 in 2007/08. These times are very good and well within the requested 28 days. I thank your Council for its continued cooperation in this as it helps my staff reduce the time it takes to respond to complaints, ensuring a better service for our complainants.

Decisions on complaints

Reports and local settlements

We will often discontinue enquires into a complaint when a council takes or agrees to take action that we consider to be a satisfactory response – we call these local settlements. In 2007/08 the Local Government Ombudsmen determined 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). If an investigation is completed I issue a public report.

I did not issue any reports about your Council. Three complaints were determined as local settlements, two of these being in relation to housing repairs.

Other findings

In total, I made 26 decisions on complaints about your Council. This number differs slightly from the number of complaints received as it includes complaints received in the previous year. As you can see from the statistical information, 11 of these were premature, three outside my jurisdiction and of the 12 other decisions, three resulted in a finding of no maladministration.

Your Council's complaints procedure and handling of complaints

My investigations did not indicate any particular issues relating to complaint handling.

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. A detailed evaluation of the training provided to councils over the past three years shows very high levels of satisfaction. We will customise courses to meet your Council's specific requirements and provide courses for groups of staff from different smaller authorities. Participants benefit from the

complaint-handling knowledge and expertise of the experienced investigators who present the courses. I am aware that your Council received training in Effective Complaint Handling in March of this year. I hope you found it helpful.

If you are interested in extending this at all, I enclose 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'. Feedback on special reports is always welcome. I would particularly appreciate information on complaints protocols in the governance arrangements of partnerships with which your Council is involved.

Conclusions and general observations

I welcome this opportunity to comment on our experience of complaints about the Council over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your Council's services.

Anne Seex
Local Government Ombudsman
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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 | 1 | 6 | 6 | 4 | 3 | 0 | 20 |
| 2006 / 2007 | 0 | 4 | 7 | 7 | 0 | 2 | 20 |
| 2005 / 2006 | 5 | 10 | 9 | 7 | 0 | 0 | 31 |

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 | 3 | 0 | 0 | 3 | 6 | 3 | 11 | 15 | 26 |
| 2006 / 2007 | 0 | 0 | 0 | 0 | 7 | 3 | 2 | 9 | 12 | 21 |
| 2005 / 2006 | 0 | 3 | 0 | 0 | 8 | 2 | 1 | 11 | 14 | 25 |

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 | 4 | 20.0 |
| 2006 / 2007 | 4 | 38.0 |
| 2005 / 2006 | 13 | 26.2 |

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 |