

Local Government  
**OMBUDSMAN**

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

**Salford 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 Salford 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**

### ***Volume***

Last year 84 complaints were received Salford City Council.

### ***Character***

The largest single category of complaint, as in the two previous years, was housing, which accounted for 38 complaints, almost twice as many as in the previous year (22). The second largest identifiable category of complaint was planning. Last year 10 planning complaints were received, whereas 1 had been received in the previous year, and eight in the year before that. Otherwise complaint levels remain more or less level.

## **Liaison with the Local Government Ombudsman**

Last year the Council took an average of just under 35 calendar days to respond to the 35 complaints upon which first enquiries were made. This was a little longer than the average of 32 calendar days taken during the previous year, when enquiries had only been made upon 19 complaints. Last year 60% of councils like Salford responded within 28 calendar days. It is to be hoped that next year Salford may be among that number.

## **Decisions on complaints**

Decisions were taken upon 81 complaints last year of which almost half (38) were premature complaints, where the Council had not yet had a proper chance to deal with the complaint itself. Only five last year lay outside my jurisdiction, and I chose not to investigate another six. No maladministration was found in a further 19 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 and those outside our jurisdiction).

Last year 13 complaints were locally settled and payments of £9,260 in total were made to four complainants. The largest single payment was of £6,700 where the Council had failed to provide an appropriate care plan with consequent financial problems for the complainant. Once the problem was pointed out the Council, its response was helpful and constructive.

The second largest payment of compensation was £1,000 following the failure of a building surveyor to properly record the inadequacy of foundations for the complainant's extension, which almost immediately subsided. The payment of compensation equated to the excess on the complainant's insurance claim. Once again the Council readily agreed to the payment once its fault had been pointed out.

If an investigation is completed I issue a public report. I did not issue any reports about the Council last year.

### **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.

I am pleased to note that during the last year officers of the Council attended one of our training courses.

The range of courses is expanding in response to demand. In addition to Good Complaint Handling (identifying and processing complaints) and Effective Complaint Handling (investigation and resolution) we now offer these courses specifically for social services staff and a course on reviewing complaints for social care review panel members. 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 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<br>by subject area | Adult care<br>services | Benefits | Children<br>and family<br>services | Education | Housing | Other | Planning &<br>building<br>control | Public<br>finance | Social<br>Services -<br>other | Transport<br>and<br>highways | Total |
|--|------------------------|----------|------------------------------------|-----------|---------|-------|-----------------------------------|-------------------|-------------------------------|------------------------------|-------|
| 01/04/2007 -<br>31/03/2008             | 3                      | 2        | 2                                  | 5         | 38      | 14    | 10                                | 7                 | 0                             | 3                            | 84    |
| 2006 / 2007                            | 2                      | 2        | 1                                  | 1         | 22      | 17    | 11                                | 4                 | 0                             | 6                            | 66    |
| 2005 / 2006                            | 1                      | 4        | 4                                  | 2         | 29      | 11    | 8                                 | 2                 | 3                             | 3                            | 67    |

**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<br>jurisdiction | Premature<br>complaints | Total excl<br>premature | Total |
|-------------------------|---------|----|--------|---------|--------|----------|-------------------------|-------------------------|-------------------------|-------|
| 01/04/2007 - 31/03/2008 | 0       | 13 | 0      | 0       | 19     | 6        | 5                       | 38                      | 43                      | 81    |
| 2006 / 2007             | 0       | 14 | 0      | 0       | 2      | 11       | 6                       | 26                      | 33                      | 59    |
| 2005 / 2006             | 0       | 12 | 0      | 0       | 20     | 19       | 3                       | 29                      | 54                      | 83    |

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

| Response times          | FIRST ENQUIRIES           |                               |
|-------------------------|---------------------------|-------------------------------|
|                         | No. of First<br>Enquiries | Avg no. of days<br>to respond |
| 01/04/2007 - 31/03/2008 | 35                        | 34.8                          |
| 2006 / 2007             | 19                        | 31.9                          |
| 2005 / 2006             | 27                        | 33.6                          |

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

| Types of authority        | <= 28 days<br>% | 29 - 35 days<br>% | > = 36 days<br>% |
|---------------------------|-----------------|-------------------|------------------|
| 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              |