

Local Government  
**OMBUDSMAN**

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

**Sedgemoor 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 Sedgemoor 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**

### ***Volume***

We received 23 complaints against your Council during the year, five more than last year. We expect to see fluctuations in numbers year on year, and I see nothing significant in the rise.

### ***Character***

Fourteen complaints, approximately 60% of all those we received against your Council, were about Planning and Building Control. Last year, complaints in this category accounted for 50% of the total.

Five complaints were received about Housing and three about Transport and Highways. The remaining complaint was in the 'other' category and was about land.

We received no complaints about Benefits and Public Finance

## **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 was settled locally and a total of £1000 was paid in compensation. In this complaint the Council failed properly to consider the complainant's request for a renovation and repair grant. I concluded that the likely outcome of proper consideration was impossible to determine retrospectively; even so, the complainant had been caused uncertainty and inconvenience as a result.

### ***Other findings***

Four complaints were treated as premature and referred back to your Council so that they could first be considered through your Council's complaints procedure.

In a further three cases I took the view that the matters complained of were outside my jurisdiction.

The remaining nine complaints were not pursued because no evidence of maladministration was seen or because it was decided for other reasons not to pursue them, mainly because no significant injustice flowed from the fault alleged.

## **Your Council's complaints procedure and handling of complaints**

The number of premature complaints has remained at four and is 17% of the total number of complaints received. This is again below the national average of 27%. I remain of the view that the Council's complaints procedure works commendably well.

Three of the four premature complaints were resubmitted to me. One complaint was outside my jurisdiction to investigate and in another I decided that there were no grounds to pursue the investigation because no significant injustice flowed from the fault alleged. The remaining complaint is still under consideration at the end of the year.

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

Enquiries were made on eight complaints during the year. Your Council's average response time is 23 days which is lower than last year (27) and is within the 28 days requested. However it took your Council 28 days to respond to two complaints and 44 days in another case. These were all complaints about Planning and Building Control and your Council may wish to consider ways to improve response times for this category.

The quality of responses is generally satisfactory and I am pleased to note that my officers have had cause to comment favourably on some proactive and helpful responses from your officers which have resulted in speedy resolutions and good outcomes for the complainants.

## **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 now offer these courses specifically for social services staff and a course on reviewing complaints for social care review panel members. 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**  
**Local Government Ombudsman**  
**The Oaks No2**  
**Westwood Way**  
**Westwood Business Park**  
**Coventry CV4 8JB**

**June 2008**

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

<b>Complaints received by subject area</b>	<b>Housing</b>	<b>Other</b>	<b>Planning &amp; building control</b>	<b>Transport and highways</b>	<b>Total</b>
<b>01/04/2007 - 31/03/2008</b>	5	1	14	3	<b>23</b>
<b>2006 / 2007</b>	7	2	9	0	<b>18</b>
<b>2005 / 2006</b>	4	3	14	3	<b>24</b>

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

<b>Decisions</b>	<b>MI reps</b>	<b>LS</b>	<b>M reps</b>	<b>NM reps</b>	<b>No mal</b>	<b>Omb disc</b>	<b>Outside jurisdiction</b>	<b>Premature complaints</b>	<b>Total excl premature</b>	<b>Total</b>
<b>01/04/2007 - 31/03/2008</b>	0	1	0	0	4	5	3	4	13	<b>17</b>
<b>2006 / 2007</b>	1	2	0	0	7	3	1	4	14	<b>18</b>
<b>2005 / 2006</b>	0	4	0	0	14	3	1	4	22	<b>26</b>

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

<b>Response times</b>	<b>FIRST ENQUIRIES</b>	
	<b>No. of First Enquiries</b>	<b>Avg no. of days to respond</b>
<b>01/04/2007 - 31/03/2008</b>	8	22.6
<b>2006 / 2007</b>	10	27.1
<b>2005 / 2006</b>	15	21.3

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

<b>Types of authority</b>	<b>&lt;= 28 days %</b>	<b>29 - 35 days %</b>	<b>&gt; = 36 days %</b>
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