

**The Local Government Ombudsman's
Annual Review
the former Cheshire County
Council
for the year ended
31 March 2009**

this document includes statistics only. For text, please see any of the following annual reviews:

Chester City Council

Crewe & Nantwich Borough Council

Macclesfield Borough Council

Congleton Borough Council

Ellesmere Port & Neston Borough Council

Vale Royal Borough Council

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 reviews.

LGO Advice Team

| Enquiries and complaints received | Adult care services | Children and family services | Education | Public Finance inc. Local Taxation | Planning and building control | Transport and highways | Other | Total |
|--|---------------------|------------------------------|-----------|------------------------------------|-------------------------------|------------------------|----------|-----------|
| Formal/informal premature complaints | 3 | 2 | 0 | 2 | 0 | 4 | 0 | 11 |
| Advice given | 2 | 3 | 1 | 0 | 1 | 3 | 1 | 11 |
| Forwarded to investigative team (resubmitted prematures) | 1 | 1 | 1 | 1 | 0 | 2 | 0 | 6 |
| Forwarded to investigative team (new) | 3 | 2 | 18 | 0 | 0 | 5 | 0 | 28 |
| Total | 9 | 8 | 20 | 3 | 1 | 14 | 1 | 56 |

Investigative Team

| Decisions | MI reps | LS | M reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------------------|---------|----|--------|---------|--------|----------|----------------------|-------|
| 01/04/2008 / 31/03/2009 | 1 | 5 | 0 | 0 | 26 | 4 | 2 | 38 |

| Response times | FIRST ENQUIRIES | |
|------------------------|------------------------|----------------------------|
| | No. of First Enquiries | Avg no. of days to respond |
| 1/04/2008 / 31/03/2009 | 27 | 20.0 |
| 2007 / 2008 | 17 | 22.0 |
| 2006 / 2007 | 28 | 20.7 |

Average local authority response times 01/04/2008 to 31/03/2009

| Types of authority | <= 28 days % | 29 - 35 days % | > = 36 days % |
|---------------------------|--------------|----------------|---------------|
| District councils | 60 | 20 | 20 |
| Unitary authorities | 56 | 35 | 9 |
| Metropolitan authorities | 67 | 19 | 14 |
| County councils | 62 | 32 | 6 |
| London boroughs | 58 | 27 | 15 |
| National park authorities | 100 | 0 | 0 |