



The Commission for
Local Administration in England

**The Local Government Ombudsman's
Annual Letter
Bassetlaw District Council
for the year ended
31 March 2007**

The Local Government Ombudsman (LGO) investigates complaints by members of the public who consider that they have been caused injustice through administrative fault by local authorities and certain other bodies. 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 2006/07 - Introduction

This annual letter provides a summary of the complaints we have received about your authority. Where possible, we comment on the authority's performance and complaint-handling arrangements to 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

Up to 31 March 2007, I received 30 complaints against the Council, a fall on both the previous years.

Character

Of the 30 complaints I received, ten were in respect of housing, five 'other', nine building and planning control, four public finance (Council Tax) and two transport and highways.

Housing complaints have risen from six to ten over the year.

Planning complaints have dropped from 25 in 2005/06 to nine in 2006/07. In 2005/06 the proportion of planning complaints was 73.5% of all complaints we received against your Council in a year when the national average was 24%. In contrast, this year planning complaints are 30% of the total. This is still higher than the national average of 23.6% but nevertheless a significant fall.

Decisions on complaints

Reports and local settlements

A 'local settlement' is a complaint that is resolved by the Council taking, or agreeing to take, action which we consider is a satisfactory response to the complaint so that the investigation can be discontinued. In 2006/07 27.7% of complaints dealt with by the three Local Government Ombudsmen (excluding premature and those outside jurisdiction) were resolved by local settlement. When we complete an investigation we must issue a report.

Decisions

34 decisions were taken by me in 2006/07. This figure differs slightly from the number of complaints received as it reflects decisions taken on complaints received in the previous year.

Of those 34 decisions: two were outside the Ombudsman's jurisdiction, 15 found no maladministration, on four we exercised discretion not to investigate and ten were 'premature' (in our view the Council had not been given adequate opportunity to investigate and resolve them for itself, so were returned to the Council to consider through its internal complaint procedure).

The remaining three were local settlements. We did not issue any reports against your council and overall did not find issues that gave significant concern.

Other findings

As you are aware, we ask for comprehensive responses to our enquiries within 28 days. I am pleased to say your Council responded in a little over 26 days on average. This is a significant improvement on the 32 days it was taking the year before and I am grateful for that. The Council may

wish to note that the longest average time taken to respond to our enquiries was in relation to planning complaints. These took an average of 32.2 days, the longest taking 48. If the response times for these complaints was reduced to 28 days, the overall average would be below 28 at just under 24.

Your Council's complaints procedure and handling of complaints

The Council's complaints procedure is readily accessible via printed information and its website and I am pleased to see there is a direct reference and link to the LGO.

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. The feedback from councils that have taken up the training is very positive.

The range of courses is expanding in response to demand and 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 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.

Liaison with the Local Government Ombudsman

Liaison arrangements work well between your council and us, as evidenced by the good average response times.

LGO developments

You may be interested in the development of our initiative to improve the first contact that people have with us. A new Access and Advice Service will provide a gateway to our services for all complainants and enquirers. It will encourage telephone contact but will also deal with email, text and letter correspondence. We will let you have further details about how it will operate and the expected timescales and discuss with you the implications for the Council.

I hope you have received our latest special report about telecommunications masts. It draws on our experience of dealing with complaints about planning applications for masts which can be highly controversial. We recommend simple measures that councils can adopt to minimise the chances of maladministration occurring.

In July we will be publishing a special report about the difficulties that can be encountered with complaints when local authorities deliver services or discharge their functions through partnerships. *Local partnerships and citizen redress* provides advice and guidance on how these problems can be overcome by good governance arrangements that include an effective complaints protocol.

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
Beverley House
17 Shipton Road
York
YO30 5FZ**

June 2007

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

Complaints received by subject area	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2006 - 31/03/2007	10	5	9	4	2	30
2005 / 2006	6	3	25	0	0	34
2004 / 2005	13	1	12	5	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
01/04/2006 - 31/03/2007	0	3	0	0	15	4	2	10	24	34
2005 / 2006	0	3	0	0	13	8	4	6	28	34
2004 / 2005	0	4	0	0	2	3	6	12	15	27

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
01/04/2006 - 31/03/2007	14	26.4
2005 / 2006	12	31.7
2004 / 2005	12	35.4

Average local authority response times 01/04/2006 to 31/03/2007

Types of authority	<= 28 days %	29 - 35 days %	>= 36 days %
District Councils	48.9	23.4	27.7
Unitary Authorities	30.4	37.0	32.6
Metropolitan Authorities	38.9	41.7	19.4
County Councils	47.1	32.3	20.6
London Boroughs	39.4	33.3	27.3
National Park Authorities	66.7	33.3	0.0