



The Commission for
Local Administration in England

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

The aim of the annual letter is to provide a summary of information on the complaints about your authority that we have received and try to draw any lessons learned about the authority's performance and complaint-handling arrangements. These might then be fed back into 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.

There are two attachments which 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 and character

I received 23 complaints against your Council, a slight decrease from last year but similar in quantity to the overall trend in previous years. Of these nearly a quarter were about transport and highways matters. Of note is that complaints about planning and building control have more than halved from the previous year.

Decisions on complaints

Reports and local settlements

We use the term 'local settlement' to describe the outcome of a complaint where, during the course of our investigation, the Council takes, or agrees to take, some action which we consider is a satisfactory response to the complaint and the investigation does not need to be completed. These form a significant proportion of the complaints we determine. When we complete an investigation we must issue a report.

My office decided 25 complaints against your Council in the past year. The measure of administrative fault causing injustice is not the total number of decisions by my office but the number of settlements and formal reports which found maladministration and injustice. This year there was one settlement and I issued no reports. This is a significant achievement given that on average I uphold 28% of all complaints made to me (excluding those which are outside jurisdiction or referred back to local authorities in the first instance as it does not seem that they have yet been afforded a reasonable opportunity of dealing with the complaint).

The one settlement reached was in respect of an enforcement case where there was evidence of poor record keeping in respect of the original granting of planning permission. Your Council has taken steps to ensure that officers are aware of the need for accurate records.

Your Council's complaints procedure and handling of complaints

Of the total complaints decided in the 2006/07 period we referred eight back to the Council to consider because they were premature as the Council had not had sufficient time to consider them before the complainants referred them to my office. As a percentage this is 32% of the total decisions taken and is therefore slightly higher than the national average of 28%. Two complaints have been resubmitted to my office. This may indicate that there is less awareness of your corporate complaints procedures than there should be albeit I note that the "Comments, Compliments and Complaints" section of the Council's website is given some prominence.

Training in complaint handling

As part of our role to provide advice in good administrative practice, we offer training courses for all levels of local authority staff in complaints handling and investigation. The feedback from courses that have been delivered over the past two and a half years 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 now offer these courses specifically for social services staff. 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

On average the Council has responded to enquiries from my office in 32 days. This is above the Commission's target of 28 calendar days from the receipt of our enquiry letter and is disappointing given the relatively few enquiries which have been made and the fact that the Council managed to adhere to the target timescale last year. Our preferred method of making enquiries is now by email and it is hoped that this may help you meet the target next year.

LGO developments

I thought it would be helpful to update you on a project we are implementing to improve the first contact that people have with us as part of our customer focus initiative. We are developing a new Access and Advice Service that will provide a gateway to our services for all complainants and enquirers. It will be mainly telephone-based but will also deal with email, text and letter correspondence. As the project progresses we will keep you informed about developments and expected timescales.

Changes brought about by the Local Government Bill are also expected to impact on the way that we work and again we will keep you informed as relevant.

We have just issued a special report that draws on our experience of dealing with complaints about planning applications for phone masts considered under the prior approval system, which can be highly controversial. We recommend simple measures that councils can adopt to minimise the problems that can occur.

A further special report will be published in July focusing on the difficulties that can be encountered when complaints are received by local authorities about services delivered through a partnership. *Local partnerships and citizen redress* sets out our advice and guidance on how these problems can be overcome by adopting good governance arrangements that include an effective complaints protocol.

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.

Tony Redmond
Local Government Ombudsman
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June 2007

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	Transport and highways	Total
01/04/2006 - 31/03/2007	2	4	7	5	5	23
2005 / 2006	2	2	4	12	2	22
2004 / 2005	6	3	4	9	7	29

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	1	0	0	11	2	3	8	17	25
2005 / 2006	0	1	0	0	9	2	8	2	20	22
2004 / 2005	0	4	0	0	12	0	5	6	21	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	8	31.9
2005 / 2006	6	26.2
2004 / 2005	9	32.0

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