



The Commission for
Local Administration in England

The Local Government Ombudsman's Annual Letter to Crewe and Nantwich 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

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 & Character

The number of complaints about the Council that were received by my office fell from 24 to 17. That will be good news for the Council but it is not possible to draw any meaningful conclusions from what is within the range of natural variation for such authorities. The distribution of those complaints as between departmental areas causes me no concern.

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.

I did not issue any reports against the Council during the year. Two complaints were settled at the request of my staff. Neither attracted any financial remedy and one may fairly be described as revealing relatively minor failures. The other case showed that the Council had not informed a citizen of a formal right of appeal. That has serious potential and I urge the Council to avoid any future repetition. The relevant investigators both commented favourably on the way that the Council handled these complaints. I commend the Council for its approach.

Other findings

My staff decided 18 complaints in the year. Of those, three were premature (ie where the Council had not had a fair chance to investigate and respond before I become involved). Two of the complaints decided were outside of my jurisdiction and in ten cases no fault was found. In the remaining case, I exercised my discretion not to pursue the matter.

Liaison with the Local Government Ombudsman

My staff made written enquiries in 11 cases. The average time for responses was almost 31 days, outside the target time I ask for of 28 days. This has gone up slightly from last year when the average time was 28.4 days. I trust that the Council will take action to reverse this trend.

Working relationships between our offices remain good.

Your Council's complaints procedure and handling of complaints

The low figure of premature complaints does give me some assurance that the Council's own complaints procedure is capturing the concerns of citizens in an appropriate manner.

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.

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
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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	Public finance	Total
01/04/2006 - 31/03/2007	1	0	6	10	0	17
2005 / 2006	2	2	8	11	1	24
2004 / 2005	0	1	9	9	1	20

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	2	0	0	10	1	2	3	15	18
2005 / 2006	0	0	0	0	7	3	1	6	11	17
2004 / 2005	0	1	0	0	6	5	3	5	15	20

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	11	30.7
2005 / 2006	10	28.4
2004 / 2005	5	22.0

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