



The Commission for
Local Administration in England

**The Local Government Ombudsman's
Annual Letter
Gedling 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

I received 33 complaints about your Council in the 12 months ending 31 March 2007. In each of the previous two years I received 18. The actual numbers are relatively small and no significant conclusions can be drawn from this one increase.

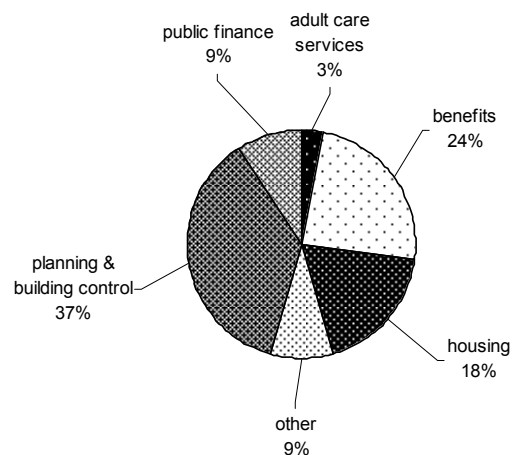
Character

Given the increase in the volume of complaints, I thought it would be helpful to summarise the types of complaint by category. The breakdown is as follows, with last year's figures in brackets; adult care services 1 (0), benefits 8 (1), housing 6 (1), other 4 (2), planning & building control 12 (12) and public finance 3 (2).

As you can see, the main rises have been in housing and benefits. While our investigations have not revealed systemic problems with the Council's administration of these services, the Council may want to reflect on why the increases may have occurred.

The other type of complaint I wish to comment on is planning & building control. As this chart shows, planning complaints account for 37% of all the complaints I received about your Council. While this is significantly higher than the national average of a little over 23% and the actual number of complaints has not changed since the year before, it represents a significant fall for the Council. Last year planning complaints accounted for 67% of the total.

Proportion of Complaints Received by Subject Area



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

In 2006/07 I took 29 decisions, a figure which differs from the number of complaints received because of work in hand at the start and finish of the year.

Of those 29 decisions: two were outside my jurisdiction, three I exercised discretion not to investigate, in 10, I found no evidence of maladministration and 12 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 two decisions were local settlements. I did not issue any reports against your council and overall did not find issues that gave significant concern or that were indicative of systemic problems in the way the Council administers its services.

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 21 days on average. Thank you.

Your Council's complaints procedure and handling of complaints

Our investigations have not revealed any concerns about the way in which your Council handles complaints. Information about your complaint procedure is readily accessible and your leaflet can be downloaded easily from your web-site.

I would ask the Council to consider making direct and clear references to the LGO in its complaint information as for many people this is the main source of information about how to complaint further about their Council.

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

As the very good response times suggest, the liaison arrangements between our two organizations work well. Requests for information are dealt with professionally and efficiently.

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	Adult care services	Benefits	Housing	Other	Planning & building control	Public finance	Total
01/04/2006 - 31/03/2007	1	8	6	3	12	3	33
2005 / 2006	0	1	1	2	12	2	18
2004 / 2005	0	0	5	4	9	0	18

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	3	2	12	17	29
2005 / 2006	0	1	0	0	5	3	2	4	11	15
2004 / 2005	0	2	0	0	8	2	2	4	14	18

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	12	21.7
2005 / 2006	7	20.1
2004 / 2005	8	23.5

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