



The Commission for
Local Administration in England

**The Local Government Ombudsman's
Annual Letter
Rushmoor 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

We only received eight complaints against your Council this year, a reduction of six on 2005/2006. The service areas covered were Housing, Planning/Building Control, Transport and Highways, Environmental Health and Licensing.

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.

I am pleased that once again this year I have found no cause to issue a report against your Council or to recommend a local settlement. The Council is to be congratulated here.

The Council has shown a willingness to review its procedures where we have identified potential weaknesses. For example, because an email from a complainant did not reach staff investigating his complaint the Council revised its procedure to ensure all emails are acknowledged and correctly routed.

Other findings

We made decisions on eight complaints against your Council in the year. Five of these were not upheld and three were sent back to you because it appeared you had not had a reasonable opportunity to investigate them through the Council's own complaints procedure.

Your Council's complaints procedure and handling of complaints

The low number of complaints made to me suggests that the Council's own complaints-handling is effective. I understand that the Chief Executive takes a personal interest in resolving complaints, and this appears to be reflected in the exemplary performance of the Council in this area generally.

The Council's website, which is very responsive and user friendly, provides full information on the complaints procedure, as well as providing a direct link to our own website.

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. We offer generic courses in 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.

Ten members of your staff recently attended our Effective Complaint Handling course. I hope they found it useful.

Liaison with the Local Government Ombudsman

We made enquiries on seven occasions during the year. Your Council's average response time was just under 31 days, very similar to last year's times. We normally ask for a response within 28 days so any improvement in timeliness here will be welcomed.

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.

J R White
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	Public finance	Transport and highways	Total
01/04/2006 - 31/03/2007	0	2	2	2	0	2	8
2005 / 2006	0	2	4	3	1	4	14
2004 / 2005	2	0	1	2	0	2	7

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	0	0	0	3	2	0	3	5	8
2005 / 2006	0	0	0	0	6	1	3	1	10	11
2004 / 2005	0	1	0	0	1	1	4	0	7	7

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	7	30.9
2005 / 2006	4	30.8
2004 / 2005	1	23.0

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