



The Commission for
Local Administration in England

The Local Government Ombudsman's Annual Letter to Stratford on Avon 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 & Character

The number of complaints showed a slight increase at 33 compared to 28 in the previous year. The distribution of those complaints by departmental areas gives rise to no specific concerns.

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. Five complaints were resolved by local settlement. Three of those concerned the Council's operation of the decriminalised parking regime, with two specifically alleging rudeness by the relevant warden. One other local settlement complaint resulted in a significant financial remedy - £9,637. That was due to misleading advice about the need for planning permission with the complainant incurring significant costs for professional advice as a result.

Comments from my investigators on dealing with complaints resolved by local settlements are generally favourable apart from one instance.

Other findings

25 complaints were decided by my staff in the year. Of those, nine were premature as the Council had not been given the opportunity to consider and respond. Two complaints were outside of my jurisdiction. In four cases my Investigators exercised their discretion not to investigate the complaints. No maladministration was found in the remaining five cases.

Your Council's complaints procedure and handling of complaints

In response to last year's letter the Council did seek details about our training in complaints handling. I am not aware of any further contact after this and encourage the Council (possibly in conjunction with its neighbours) to take advantage of what is generally recognised to be an excellent course. Further details are given below.

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

Last year I was able to report that the Council had comfortably met our 28 day target in which, on average, to respond to enquiries on complaints. In this letter I must report an average figure of nearly 36 days. Within that average one response took 68 days and two 45 (all three relating to planning issues). This is not an acceptable service and I ask the Council to consider what it needs to do in order to return to the previous situation.

In June, the Assistant Ombudsman who led the team that deals with the Council came and talked to Members and officers. He reports a lively, open and positive meeting on issues of mutual interest.

Working relations between our offices remain good.

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.

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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	1	7	22	0	3	33
2005 / 2006	0	1	2	20	2	3	28
2004 / 2005	1	1	9	18	0	2	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	5	0	0	5	4	2	9	16	25
2005 / 2006	1	3	1	0	10	4	3	5	22	27
2004 / 2005	0	5	0	0	6	6	7	4	24	28

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	35.7
2005 / 2006	8	22.5
2004 / 2005	7	31.1

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