



The Commission for
Local Administration in England

**The Local Government Ombudsman's
Annual Letter
Wokingham 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 received 34 complaints during the year. This is a decrease from 2005/6 when we received 43 complaints (13 of which were about the same issue, drainage) and an increase from the 18 received in 2004/5.

Almost half of the complaints were about planning applications, including four complaints about one application and another multiple complaint about a telecommunications mast. There were six complaints about education, all but one of which were about school admissions.

Decisions on complaints

During the year we decided 48 complaints; 14 of which had been made in the previous year.

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 issued no reports against the Council and I decided six complaints as local settlements. The Council agreed to pay compensation totalling just under £1,000. The highest single payment, £500, was to reflect a lost opportunity for a complainant to object to a proposed development which overlooked his home. The Council had failed to inform the complainant of changes made to the proposal.

The other local settlements related to: delay in clearing blocked drains; delay in paying significant compensation which had been agreed over four months previously in relation to a planning matter; errors in the case officer's appraisal of an application for planning permission; fault in the handling of an education admissions appeal; and in the final case the Council agreed to carry out a new safety assessment in connection with a walking route from a child's home to school.

Other findings

In a school admissions complaint which I did not uphold, the Council agreed to implement some procedural improvements and to provide more training to its appeal panel members.

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Your Council's complaints procedure and handling of complaints

During the year we referred three complaints back to the Council to be dealt with under its complaints procedure. In one complaint which we investigated, we noted that the Council's investigation at Stage 2 of its procedure was inadequate.

We decided one complaint which had previously been referred back to the Council to deal with under its complaints procedure. This was one of the settlements to which I have already referred, in which there was delay in clearing blocked drains. The Council paid compensation of £200.

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 have also successfully piloted a course on reviewing complaints for social services review panel members. 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

The target time for responses to our enquiries is 28 days. The average time for your responses to our enquiries has increased from just over 23 days to just over 28 days.

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.

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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	Children and family services	Education	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2006 - 31/03/2007	1	1	6	2	6	16	2	0	34
2005 / 2006	0	2	6	2	15	10	0	8	43
2004 / 2005	1	0	4	1	0	10	0	2	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	6	0	0	28	6	5	3	45	48
2005 / 2006	0	6	0	0	7	0	4	4	17	21
2004 / 2005	0	2	0	0	12	4	2	5	20	25

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	27	28.1
2005 / 2006	9	23.1
2004 / 2005	13	28.8

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