

Local Government
OMBUDSMAN

**The Local Government Ombudsman's
Annual Letter**

Christchurch Borough Council
for the year ended
31 March 2008

The Local Government Ombudsman (LGO) provides a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, the Ombudsmen aim to get it put right by recommending a suitable remedy. 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 2007/08 - Introduction

This annual letter provides a summary of the complaints we have received about Christchurch Borough Council. We have included comments on the authority's performance and complaint-handling arrangements, where possible, so they can 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

We received 19 complaints against your Council during the year, a few more than in each of the two previous years. But we expect to see small fluctuations from year to year.

Character

Fourteen complaints were about Planning matters, and the other five were about five different services. This pattern is not significantly different to previous years. Apart from the proportion of Planning complaints, which is not unusual for councils in rural areas, the numbers are small and more detailed analysis would serve little purpose.

Decisions on complaints

Reports and local settlements

When we complete an investigation we issue a report. I issued no reports against your Council during the year.

A 'local settlement' is a complaint where, during the course of our investigation, the Council has agreed to take some action which we consider is a satisfactory response to the complaint. The investigation is then discontinued. In 2007/08 the Local Government Ombudsmen determined some 27% of complaints by local settlement (excluding 'premature' complaints - where councils have not had a proper chance to deal with them - and those outside our jurisdiction).

Two complaints were the subject of local settlements during the year, and a total of £700 compensation paid. In one case the Council had failed to notify an adjoining neighbour about a planning application and paid the complainant £350 in recognition of the loss of the opportunity to comment on the proposed development.

In another case the Council, and for part of the time a housing association acting on its behalf, failed properly to process the complainant's housing register application. The Council recognised the avoidable anxiety and outrage by paying the complainant £350.

In both cases, the Council's failings did not lead to serious consequences, although they might have done so in different circumstances, and I welcome the Council's commitment to review and, if necessary improve its procedures.

Other findings

No complaints were treated as premature and referred back to your Council so that they could first be considered through your Council's complaints procedure.

The remaining 18 complaints were not pursued because no evidence of maladministration was seen or because it was decided for other reasons not to pursue them, mainly because no significant injustice flowed from the fault alleged.

Your Council's complaints procedure and handling of complaints

No complaint which had previously been referred back to the Council was re-submitted to my office. This would suggest that your Council has a complaints procedure which is accessible to your citizens and which is effective in resolving complaints.

Liaison with the Local Government Ombudsman

Enquiries were made on six complaints during the year. Your Council's average response time of just over 28 days is marginally longer than last year and the same as the previous year. It falls just outside my target timescale of 28 days, but I recognise that, with such small numbers, one variation from the normal pattern, as there was in this case, can affect the average significantly. Nevertheless, I am grateful for your achievement in this area.

From time to time we hold a seminar here in Coventry for Council officers designated as the link between your Council and my office. I see that one of your officers attended three years ago, and I hope it was helpful. The feedback we receive from delegates is very positive and the seminars are seen as a useful way of improving practice for the benefit of your officers and for improving service to people who find they need to make complaints. If your Council would be interested in sending someone to the next seminar please contact my office for more information.

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. This year we carried out a detailed evaluation of the training with councils that have been trained over the past three years. The results are very positive.

The range of courses is expanding in response to demand. 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 and a course on reviewing complaints for social care review panel members. We can run open courses for groups of staff from different 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

We launched the LGO Advice Team in April 2008, providing a first contact service for all enquirers and new complainants. Demand for the service has been high. Our team of advisers, trained to provide comprehensive information and advice, has dealt with many thousands of calls since the service started.

The team handles complaints submitted by telephone, email or text, as well as in writing. This new

power to accept complaints other than in writing was one of the provisions of the Local Government and Public Involvement in Health Act 2007, which also came into force in April 2008. Our experience of implementing other provisions in the Act, such as complaints about service failure and apparent maladministration, is being kept under review and will be subject to further discussion. Any feedback from your Council would be welcome.

Last year we published two special reports providing advice and guidance on 'applications for prior approval of telecommunications masts' and 'citizen redress in local partnerships'. I would appreciate your feedback on these, particularly on any complaints protocols put in place as part of the overall governance arrangements for partnerships your Council has set up.

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
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June 2008

Enc: Statistical data
Note on interpretation of statistics
Leaflet on training courses (with posted copy only)

Complaints received by subject area	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2007 - 31/03/2008	1	2	14	0	2	19
2006 / 2007	0	0	13	1	1	15
2005 / 2006	0	1	10	0	2	13

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
01/04/2007 - 31/03/2008	0	2	0	0	4	14	0	0	20	20
2006 / 2007	0	0	0	0	6	5	0	5	11	16
2005 / 2006	0	3	0	0	2	3	2	3	10	13

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
01/04/2007 - 31/03/2008	6	28.7
2006 / 2007	4	24.0
2005 / 2006	6	28.7

Average local authority response times 01/04/2007 to 31/03/2008

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	56.4	24.6	19.1
Unitary Authorities	41.3	50.0	8.7
Metropolitan Authorities	58.3	30.6	11.1
County Councils	47.1	38.2	14.7
London Boroughs	45.5	27.3	27.3
National Park Authorities	71.4	28.6	0.0