

Local Government
OMBUDSMAN

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

In 2007/08 I received 21 complaints against your Council. In the previous year I received 29 and in 2005/06 I received 25. So, complaint numbers have declined slightly.

Character

In 2006/07 there was a spike of 11 complaints about housing benefit. Last year I received only one. I understand that there had been computer problems in the benefits department but these were resolved. This seems to account for the sudden increase in benefit complaints in 2006/07 and the fall back to a more usual level in 2007/08.

I received seven complaints concerning housing allocations or repairs, five about planning applications, three about parking, two about council tax, and others about the level of government grant, data protection, anti-social behaviour, housing benefit and the site of a shop.

With the exception of benefits, this is a similar pattern to previous years.

Decisions on complaints

During 2007/08 I made decisions on 25 cases.

Reports and local settlements

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 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). None of the complaints we investigated this year justified the issue of a report.

One local settlement was agreed. There had been delay in 2006 in dealing with a housing benefit appeal. The Council agreed to pay £150 for the delay and to implement the decision of the Appeals Service, that benefit should be awarded, within 14 days.

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Other findings

In two cases concerning housing benefits, two concerning planning applications, and one each concerning parking, council tax, grants, housing repairs and housing allocation, (nine cases in total) I did not find the Council to be at fault. Three complaints concerned matters outside my jurisdiction. In eight cases I used my discretion not to investigate further. Finally, four cases were referred back to the Council as I did not consider you had an adequate opportunity to consider and respond before I became involved.

Your Council's complaints procedure and handling of complaints

In my annual letter for 2006/07 I criticised the Council's complaint handling. I understand in 2006 and 2007 the Council has significantly improved its website, revised its complaint procedure and provided training to all front line staff. This seems to have paid dividends as the level of complaints referred back to the Council for investigation is now in line with national figures. I'm pleased to say this year I have no concerns to raise over the Council's complaint handling.

Liaison with the Local Government Ombudsman

In September the Assistant Ombudsman responsible for liaison with your Council met with relevant staff to discuss complaint handling generally and specific issues which had arisen during the year. I understand that this was positive.

I ask councils to reply to my enquiries within 28 calendar days. Your Council's average response time was within this target.

One of your staff attended a seminar for our link officers last year. I trust that he found the event useful.

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.

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LGO developments

We launched the LGO Advice Team in April, 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, which also came into force in April. 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'. Again, 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.

Tony Redmond
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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	Benefits	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2007 - 31/03/2008	1	7	2	5	3	3	21
2006 / 2007	11	5	5	2	5	1	29
2005 / 2006	2	5	6	9	1	2	25

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	1	0	0	9	8	3	4	21	25
2006 / 2007	0	3	0	0	7	9	4	7	23	30
2005 / 2006	0	0	0	0	4	3	5	11	12	23

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	2	26.5
2006 / 2007	6	26.8
2005 / 2006	7	25.4

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