

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

Wokingham 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 Wokingham 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

We received 34 complaints about the Council, the same number as last year. Complaints about planning halved and were mostly about the Council's handling of applications for planning permission. A group of eight complaints concerned the way the Council had dealt with the change of use of a long established open space.

We received six complaints about education, including just one about school admissions (compared with five last year).

Decisions on complaints

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.

None of the complaints we investigated this year justified the issue of a report. We decided two complaints as local settlements. In one, although there was no apparent fault by the Council, the complainant was satisfied when the involvement of the Council's benefits liaison team led to the award of attendance allowance and pension credit, allowing the complainant to buy in domestic assistance which had been withdrawn by social services.

In a planning complaint the Council delayed taking enforcement action which caused distress and inconvenience to the complainant who was affected by the breach of planning control. In addition to paying compensation of £300, the Council reviewed its complaints procedure which had failed when the complainant used it to pursue her concerns.

Your Council's complaints procedure and handling of complaints

We decided 41 complaints, eight of which we sent back to the Council to be dealt with under its complaints procedure. Three of those came back to us because they were dissatisfied with the Council's reply. So too did a complainant whose complaint we had sent back to the Council in 2006/07. We did not find fault in any of these resubmitted cases.

Liaison with the Local Government Ombudsman

We made written enquiries on 19 complaints and the average time taken by the Council to reply was just under 20 days. This is a significant improvement on last year's performance and is now well within the target timescale we set. I am grateful to those concerned.

I was pleased that the Council sent a representative to the Link Officer seminar which we held in November. I hope that she found the day 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.

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
Local Government Ombudsman
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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	Adult care services	Benefits	Children and family services	Education	Housing	Other	Planning & building control	Public finance	Transport and highways	Total
01/04/2007 - 31/03/2008	1	1	0	6	3	12	8	1	2	34
2006 / 2007	0	1	1	6	2	6	16	2	0	34
2005 / 2006	0	0	2	6	2	15	10	0	8	43

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	16	9	6	8	33	41
2006 / 2007	0	6	0	0	28	6	5	3	45	48
2005 / 2006	0	6	0	0	7	0	4	4	17	21

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	19	19.9
2006 / 2007	27	28.1
2005 / 2006	9	23.1

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