

Local Government & Social Care OMBUDSMAN

18 July 2018

By email

Debbie Warren
Chief Executive
Royal Borough of Greenwich

Dear Debbie Warren,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

We issued a public report against your Council in August 2017. We found the Council failed to advise a grandmother, who was looking after her grandson under a Residence Order, that she could apply for a Residence Order Allowance. Despite her contacting the Council on several occasions from 2011 until 2015 about her financial difficulties, the Council failed to

carry out a financial assessment until 2016 and then only backdated the allowance to December 2015. We issued a public report because we were unable to obtain the Council's agreement to remedy the complaint. The Council's resistance was primarily on resource grounds, as a significant remedy was recommended. However, we considered the fault and injustice in the case were clear and there was no legal precedent to limit the backdating of the allowance beyond the date of the residence order.

We were pleased to note that prior to issuing our decision on this complaint, the Council had already improved its procedures. The complainant was disappointed with the amount of arrears eventually paid in compliance with our recommendations. But we accept that it was calculated based on the Council's discretionary policy for Residence Order Allowances.

We investigated a corporate complaint this year where the Council was also reluctant to accept our proposals to remedy the complaint, again on the basis of Council resources. However, we are pleased to note this was eventually resolved and a payment agreed. We would wish you to remind complaint officers that the Ombudsman cannot take account of the Council's financial resources in making recommendations, which are based on the principle of putting a complainant back in the position they would have been in but for the Council's fault and remedying injustice. It may be useful to refer officers to our remedies guidance which has recently been updated and is available on our website.

As a result of concerns raised in last year's annual letter, one of my Assistant Ombudsmen met with your Council's Chief Executive and Head of Legal Services during the year to discuss the Council's performance on complaint handling. We were pleased to see that the Council has conducted a review of its complaints process, has introduced a new recording system and now has a complaints officer for each directorate who meet regularly to discuss and review complaints.

I am pleased to note that in three complaints this year the investigator reported positively on the Council's handling of our complaints (noting in one of these that the link officer and complaints and enquiries officer had been very responsive and helpful, with quick responses). There was only one complaint, decided in October 2017, where the investigator considered the Council had delayed in responding to our enquiries. The position is therefore much improved on last year.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new [corporate strategy](#) for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account –

complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny. I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the [reports](#) and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Royal Borough of Greenwich
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
22	15	4	20	7	15	22	14	2	121

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
4	6	52	31	5	22	82%	120

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
15	3