

# Local Government OMBUDSMAN

April 2011

To Chief Executives of Local Authorities  
and other bodies within jurisdiction

(figure)

Our ref: PC/5/2/1/RPR

If telephoning please contact: Linda Cumming on 024 7682 0067  
or, if using email, send to: [l.cumming@lgo.org.uk](mailto:l.cumming@lgo.org.uk)

Dear Chief Executive

## Local Government Ombudsman – provisional complaint statistics

I enclose our provisional end-of-year statistics for your council, together with notes to aid interpretation. The final statistics will be incorporated into your council's Annual Review Letter from the Ombudsman.

The main Local Authority Report, together with detailed printouts, will help you check the accuracy of the statistics and may also be of use in any more detailed analysis you wish to do. These detailed lists include complainants' personal information, which is confidential and so will not form part of the published statistics.

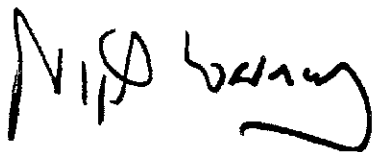
I should draw to your attention that we have a new complaint-recording system, and the headings for the complaint category groups have changed.

We are aiming to issue our Annual Review Letters to all councils by late June so if there are any factual inaccuracies in the provisional statistics please get back to us no later than **13 May 2011**. Your contact is **Linda Cumming**, whose telephone number and email address are given above.

I am sending a copy of this letter and enclosures to your Ombudsman link officer.

Thank you for your co-operation.

Yours sincerely



Nigel Karney  
Deputy Chief Executive and Secretary

cc: Council's Ombudsman link officer  
Enc: Local authority report and detailed printouts  
Explanatory notes

10th Floor  
Millbank Tower  
Millbank  
London  
SW1P 4QP

T: 020 7217 4620  
F: 020 7217 4621  
DX: DX 149243 Victoria 13  
W: [www.lgo.org.uk](http://www.lgo.org.uk)  
Advice Team: 0300 061 0614

Jane Martin  
Acting Chairman  
Nigel Karney  
Secretary

# Local Government Ombudsman provisional statistics 2010/11

The deadline for queries on these figures is

**Friday 13 May 2011**

Your contact for queries is:

**Linda Cumming**

**Tel: 024 7682 0067**

**Email: [l.cumming@lgo.org.uk](mailto:l.cumming@lgo.org.uk)**

## **List of enclosures:**

- **Notes to aid interpretation of figures.**
- **Provisional Local Authority Report** – the final version of this will form part of the Annual Review to your Authority in June.
- **Complaints forwarded** – printout of new complaints forwarded to our investigative team in the year 2010/11, broken down by service area (**see note 1 attached**).
- **Decisions** – printout of complaints on which the LGO made decisions in the year 2010/11, broken down by type of decision (**see note 2 attached**).
- **Response times** – printout of complaints on which we made enquiries to your Authority during 2010/11, showing response times (**see notes 3 and 4 attached**).

# Notes to assist interpretation of the statistics 2010/11

## Table 1. LGO Advice Team: Enquiries and complaints received

This information shows the number of enquiries and complaints received by the LGO, broken down by service area and in total. It also shows how these were dealt with, as follows.

**Premature complaints:** The LGO does not normally consider a complaint unless a council has first had an opportunity to deal with that complaint itself. So if someone complains to the LGO without having taken the matter up with a council, the LGO will either refer it back to the council as a 'premature complaint' to see if the council can itself resolve the matter, or give advice to the enquirer that their complaint is premature.

**Advice given:** These are enquiries where the LGO Advice Team has given advice on why the LGO would not be able to consider the complaint, other than the complaint is premature. For example, the complaint may clearly be outside the LGO's jurisdiction.

**Forwarded to the investigative team (resubmitted premature and new):** These are new cases forwarded to the Investigative Team for further consideration and cases where the complainant has resubmitted their complaint to the LGO after it has been put to the council.

**Service areas:** We have changed our category system, so these are slightly different from previous years.

## Table 2. Investigative Team: Decisions

This information records the number of decisions made by the LGO Investigative Team, broken down by outcome, within the period given. **This number will not be the same as the number of complaints forwarded from the LGO Advice Team** because some complaints decided in 2010/11 will already have been in hand at the beginning of the year, and some forwarded to the Investigative Team during 2010/11 will still be in hand at the end of the year. Below we set out a key explaining the outcome categories.

**MI reps:** where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.

**LS (local settlements):** decisions by letter discontinuing our investigation because action has been agreed by the authority and accepted by the LGO as a satisfactory outcome for the complainant.

**M reps:** where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no injustice to the complainant.

**NM reps:** where the LGO has concluded an investigation and issued a formal report finding no maladministration by the council.

**No mal:** decisions by letter discontinuing an investigation because we have found no, or insufficient, evidence of maladministration.

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**LGO Advice Team**

**Enquiries and complaints received**

|   | Adult Care Services | Benefits & Tax | Corporate & Other Services | Education & Childrens Services | Environmental Services & Public Protection & Regulation | Highways & Transport | Housing  | Other | Planning & Development | Total     |
|---|---------------------|----------------|----------------------------|--------------------------------|---|----------------------|----------|-------|------------------------|-----------|
| Formal/informal premature complaints          | 1                   |                | 2                          |                                | 0   |                      | 0        |       | 0                      | 7         |
| Advice given                                  | 0                   |                | 2                          |                                | 0   |                      | 1        |       | 0                      | 4         |
| Forwarded in investigative team (resubmitted) | 0                   |                | 0                          |                                | 0   |                      | 2        |       | 0                      | 3         |
| Forwarded to investigative team (new)         | 0                   |                | 0                          |                                | 0   |                      | 1        |       | 0                      | 6         |
| <b>Total</b>                                  | <b>1</b>            |                | <b>4</b>                   |                                | <b>0</b>  |                      | <b>4</b> |       | <b>0</b>               | <b>20</b> |

**Investigative Team**

| Decisions   | MI reps | LS | MI reps | NM reps | No mal | Omb disc | Outside jurisdiction | Total |
|-------------|---------|----|---------|---------|--------|----------|----------------------|-------|
| 2010 / 2011 | 0       | 2  | 0       | 0       | 4      | 1        | 1                    | 8     |

**Response times**

|                               | <b>FIRST ENQUIRIES</b>        |                                   |
|-------------------------------|-------------------------------|-----------------------------------|
|                               | <b>No. of First Enquiries</b> | <b>Avg no. of days to respond</b> |
| <b>1/04/2010 / 31/03/2011</b> | <b>5</b>                      | <b>23.2</b>                       |
| <b>2009 / 2010</b>            | <b>6</b>                      | <b>23.8</b>                       |
| <b>2008 / 2009</b>            | <b>5</b>                      | <b>14.6</b>                       |

**Average local authority resp times 01/04/2010 to 31/03/2011**

| <b>Types of authority</b>  | <b>&lt;= 28 days %</b> | <b>29 - 35 days %</b> | <b>&gt; = 36 days %</b> |
|----------------------------|------------------------|-----------------------|-------------------------|
| District councils          | 65                     | 23                    | 12                      |
| Unitary authorities        | 59                     | 28                    | 13                      |
| Metropolitan authorities   | 64                     | 19                    | 17                      |
| County councils            | 66                     | 17                    | 17                      |
| London boroughs            | 64                     | 30                    | 6                       |
| National parks authorities | 75                     | 25                    | 0                       |

Complaints forwarded by main service area 01/04/2010 to 31/03/2011: Redditch BC

| Ref no                                | Date recd<br>by LGO | Date<br>forwarded<br>to Teams | Surname           | Decision Date | Detailed Category        |
|---------------------------------------|---------------------|-------------------------------|-------------------|---------------|--------------------------|
| <b>Corporate &amp; Other services</b> |                     |                               |                   |               |                          |
| 10 023 094                            | 28/03/2011          | 28/03/2011                    |                   | Still open    | Employment and pensions  |
| 09 014 817                            | 17/06/2010          | 17/06/2010                    | Todd              | 03/12/2010    | Land                     |
| 10 004 966                            | 17/06/2010          | 25/06/2010                    | Bryan             | 03/12/2010    | Land                     |
| <b>Group total:</b>                   |                     |                               |                   |               | <b>3</b>                 |
| <b>Highways &amp; Transport</b>       |                     |                               |                   |               |                          |
| 10 012 128                            | 15/10/2010          | 15/10/2010                    | Lennon            | 20/12/2010    | Highway management       |
| 10 010 159                            | 14/09/2010          | 14/09/2010                    | Clews             | 20/10/2010    | Parking                  |
| 10 011 854                            | 07/03/2011          | 07/03/2010                    | Piscapore-Caruana | Still open    | Parking                  |
| <b>Group total:</b>                   |                     |                               |                   |               | <b>3</b>                 |
| <b>Housing</b>                        |                     |                               |                   |               |                          |
| 10 002 906                            | 24/05/2010          | 22/06/2010                    | Pearce            | 13/09/2010    | Housing repairs          |
| 09 003 033                            | 03/06/2009          | 02/12/2010                    | Parker            | 23/03/2011    | Housing sales/leaseholds |
| <b>Group total:</b>                   |                     |                               |                   |               | <b>2</b>                 |
| <b>Other</b>                          |                     |                               |                   |               |                          |
| 10 018 255                            | 24/02/2011          | 24/02/2011                    | Knight            | 11/03/2011    | Miscellaneous            |
| <b>Group total:</b>                   |                     |                               |                   |               | <b>1</b>                 |
| <b>Grand total:</b>                   |                     |                               |                   |               | <b>9</b>                 |

**Decisions - 01/04/2010 to 31/03/2011: Redditch BC**

**LS (Local Settlements)**

|                     |            |       |            |                            |      |
|---------------------|------------|-------|------------|----------------------------|------|
| 10 004 966          | 17/06/2010 | Bryan | 03/12/2010 | Corporate & Other services | Land |
| 09 014 817          | 17/06/2010 | Todd  | 03/12/2010 | Corporate & Other services | Land |
| <b>Group total:</b> |            |       | <b>2</b>   |                            |      |

**No mal (No or insufficient evidence of maladministration)**

|                     |            |        |            |                      |                          |
|---------------------|------------|--------|------------|----------------------|--------------------------|
| 10 012 128          | 15/10/2010 | Lennon | 20/12/2010 | Highways & Transport | Highway management       |
| 10 002 906          | 24/05/2010 | Pearce | 13/09/2010 | Housing              | Housing repairs          |
| 09 003 033          | 03/06/2009 | Parker | 23/03/2011 | Housing              | Housing sales/leaseholds |
| 10 018 255          | 24/02/2011 | Knight | 11/03/2011 | Other                | Miscellaneous            |
| <b>Group total:</b> |            |        | <b>4</b>   |                      |                          |

**Omb disc (Ombudsman's Discretion)**

|                     |            |       |            |                      |         |
|---------------------|------------|-------|------------|----------------------|---------|
| 10 010 159          | 14/09/2010 | Clews | 20/10/2010 | Highways & Transport | Parking |
| <b>Group total:</b> |            |       | <b>1</b>   |                      |         |

**Outside jurisdiction**

|                     |            |        |            |                      |         |
|---------------------|------------|--------|------------|----------------------|---------|
| 09 017 579          | 10/03/2010 | Rahman | 29/04/2010 | Highways & Transport | Parking |
| <b>Group total:</b> |            |        | <b>1</b>   |                      |         |

**Grand total: 8**

**Response times to first enquiry letters: 01/04/2010 to 31/03/2011: Redditch BC**

| Ref no | Date recd<br>by IGO | Surname | Date enquiry<br>sent to Council | Date response<br>received | Time taken<br>(calendar days) | Detailed Category |
|--------|---------------------|---------|---------------------------------|---------------------------|-------------------------------|-------------------|
|--------|---------------------|---------|---------------------------------|---------------------------|-------------------------------|-------------------|

**Corporate & Other services**

|                     |            |          |  |            |             |      |
|---------------------|------------|----------|--|------------|-------------|------|
| 09 014 817          | 17/06/2010 | Todd     | 09/09/2010                                       | 14/10/2010 | 35          | Land |
| 10 004 966          | 17/06/2010 | Bryan    | 09/09/2010                                       | 14/10/2010 | 35          | Land |
| <b>Group total:</b> |            | <b>2</b> | <b>Average no. of days to respond for Group:</b> |            | <b>35.0</b> |      |

**Highways & Transport**

|                     |            |          |  |            |            |                    |
|---------------------|------------|----------|--|------------|------------|--------------------|
| 10 012 128          | 15/10/2010 | Lennon   | 05/11/2010                                       | 10/11/2010 | 5          | Highway management |
| <b>Group total:</b> |            | <b>1</b> | <b>Average no. of days to respond for Group:</b> |            | <b>5.0</b> |                    |

**Housing**

|                     |            |          |  |            |             |                         |
|---------------------|------------|----------|--|------------|-------------|-------------------------|
| 10 002 906          | 24/05/2010 | Pearce ✓ | 09/07/2010                                       | 20/07/2010 | 11          | Housing repairs         |
| 09 003 033          | 03/06/2009 | Parker ✓ | 15/12/2010                                       | 14/01/2011 | 30          | Housing sales/leasholds |
| <b>Group total:</b> |            | <b>2</b> | <b>Average no. of days to respond for Group:</b> |            | <b>20.5</b> |                         |

**Grand total: 5**

**Average no. of days to respond: 23.2**