



## Notice of meeting of

### Customer Complaints Scrutiny Review Task Group

**To:** Councillors Firth (Chair), Crisp and Gunnell

**Date:** Friday, 19 November 2010

**Time:** 2.30 pm

**Venue:** The Guildhall

### AGENDA

**1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

**2. Minutes** (Pages 3 - 6)

To approve and sign the minutes of the meeting held on **4 November 2010**.

**3. Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is by **5pm on Thursday 18<sup>th</sup> November 2010**.

To register please contact the Democracy Officer for the meeting, on the details at the foot of this agenda.

**4. Customer Complaints Review - Interim (Pages 7 - 40) Report.**

This report presents information gathered to date in support of the Customer Complaints scrutiny review and asks Members to identify relevant consultees and any additional information required in support of this review

**5. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officer:

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

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The majority of councillors are not appointed to the Executive (40 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

### **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

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MEETING	CUSTOMER COMPLAINTS SCRUTINY REVIEW TASK GROUP
DATE	4 NOVEMBER 2010
PRESENT	COUNCILLORS CRISP, FIRTH AND GUNNELL

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**1. APPOINTMENT OF CHAIR**

RESOLVED: That Councillor Firth be appointed as Chair of the Customer Complaints Scrutiny Review Task Group.

**2. DECLARATIONS OF INTEREST**

Members were invited to declare any personal or prejudicial interests they might have in the business on the agenda. None were declared.

**3. PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak under the council's Public Participation Scheme.

**4. CUSTOMER COMPLAINTS REVIEW - SCOPING REPORT.**

Members considered a report which provided information gathered to date in support of the Customer Complaints scrutiny review.

Consideration was given to the remit and timeframe for the review, as detailed in paragraph 6 of the report.

Members discussed the following issues:

(i) Complaints to the Ombudsman

Members requested that information on complaints to the Ombudsman be presented at the next meeting. It was hoped that this would identify whether there were a number of complaints that the council may have been able to resolve at an earlier stage.

(ii) Complaints Project Plan

Consideration was given to progress in implementing the Complaints Project Plan, as detailed in Annex C of the report. Members queried why some of the timescales within the plan had not been met. Officers gave details of the prioritisation that was

taking place in respect of IT development work, including the officer time that was currently allocated to the CANs developments.

Details were given of the way in which Members would be able to use the system to record complaints and to monitor their progress. Members expressed their support for a central recording system but stated that, in addition to this, they would wish to retain direct access to the relevant officers.

At the request of Members, details were given of the procedures that would be in place to ensure that deadlines in respect of the handling of complaints were met, including the use of electronic flag alerts.

Officers confirmed that there would be the time and opportunity for recommendations from the task group to be taken into account when the developments were made and before the system went live. It would also be helpful to involve Members at the testing stage.

(iii) Possible Revisions to Policy and Procedures

Consideration was given to the Corporate Customer Feedback Policy and Procedures dated April 2009. It was noted that officers had already identified some possible changes on which it would be helpful to consult with the task group.

Members raised the following issues in respect of the policy:

- There needed to be greater clarity in defining service requests and complaints. Whilst it was recognised that there were benefits in recording service requests for analysis by service areas, it was important that these were not included in the data on the number of complaints.
- Concerns were expressed regarding the requirement to “escalate” a complaint to Stage 1 and the lack of clarity as to how this was implemented. It was suggested that the complaints procedure should commence at Stage 1.
- The wording at Stage 1 of the procedure should be amended to read “should be advised of the outcome within 10 working days *or advised of any delay and when they can expect the outcome...*”
- It was not appropriate for a complainant to have to set out their complaint again at Stage 2. It may be antagonistic to expect the complainant to provide information that they had already supplied at Stage 1 of the procedure.
- At Stage 3 of the procedure, the wording “*or a member of staff independent of the service acting on the Director’s behalf*” should be removed. Whilst it was acknowledged that a Director might delegate the investigation of a complaint to an Assistant Director, it was important that the procedure recognised that the responsibility for handling the complaint rested with the Director.

(iv) Training

- It was essential that staff were appropriately trained in how to handle complaints, including the processes and procedures in place to maintain a corporate record of complaints and feedback.
- Consideration could be given to using the complaints training offered by the Ombudsman. Officers were requested to look into this possibility, including the costs involved, and report back to the next meeting. Consideration could also be given to sharing training with other authorities.
- Training should be offered to Members on the capabilities and use of the new Complaints IT system.

Consideration was given to the workplan for the review, including future meeting dates.

RESOLVED: (i) That future meeting dates be as follows:

Friday 19 November 2010 at 2.30 pm:

Receive interim report presenting:

- Information on national best practice regarding the handling of complaints etc by local authorities e.g. centralised or not and relevant extracts from the most recent annual Ombudsman Report.
- Directorate information on number and type of complaints received since 1 January 2010 including:
  - Complaints from public
  - Councillor requests/inquiries
  - Complaints to Ombudsman
  - FOIs
- Information on complaints training offered by the Ombudsman and the associated costs.
- Current leaflet detailing complaints procedure
- An update on progress on the Complaints Project Plan

Identify:

- Relevant consultees and any issues to be addressed through consultation at the next meeting
- Any additional information required

Wednesday 8 December 2010 at 2.00 pm:

Receive interim report and consult with relevant parties.

Based on information gathered, suggest any:

- Possible further efficiency savings
- Further improvements to customer experience

Wednesday 5 January 2011 at 2.00 pm:

Consider final report containing suggested recommendations.

- (ii) That the approval of the Effective Organisation Overview and Scrutiny Committee be sought for the final report to be presented to the committee at their meeting on Tuesday 22 February 2011 rather than 11 January 2011 should this prove necessary.

REASON: To progress this review in line with scrutiny procedures, protocols and workplans.

Councillor P Firth, Chair

[The meeting started at 1.30 pm and finished at 2.45 pm].



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## Meeting of Customer Complaints Task Group - Effective Organisation Overview & Scrutiny Committee

19 November 2010

### Customer Complaints Review - Interim Report

#### Purpose of Report

1. This report presents information gathered to date in support of the Customer Complaints scrutiny review and asks Members to identify relevant consultees and any additional information required in support of this review.

#### Background

2. At a meeting of the Effective Organisation Overview & Scrutiny Committee in September 2010, members received a presentation on Customer Services from Assistant Director Customers & People. Having considered an overview of current services, performance and developments, the committee recognised that whilst there is a corporate policy in existence, currently each individual CYC Directorate has its own methods for recording and responding to complaints. And, an unknown proportion of complaints are dealt with as enquiries and therefore fall outside of any formal process.
3. As there is no corporate monitoring or management information of performance in this area, the Committee questioned whether the new Corporate Customer Feedback Policy and procedures are fit for purpose. In order to ensure its future effectiveness and in an effort to inform its design and priorities, the Committee agreed to form a Task Group to carry out a scrutiny review on their behalf, of customer feedback/complaints and resulting actions.
4. The Committee set a timeframe of within 3 months for completion of the review and agreed the following review remit:

#### Overall Aim

To inform the design and priorities within the new complaints function in order to ensure its future effectiveness, identifying any revisions required to the Feedback Policy.

#### Objectives

- i. Reduce the number of common or repeat complaints.
- ii. Reduce the number of complaints to the Ombudsman.
- iii. Contribute to possible further efficiency savings
- iv. Improve the customer experience (customer satisfaction to be measured and monitored).

5. At a meeting in early November 2010, the Task Group agreed the following workplan for the review.

Meetings Dates	Workplan
<p><u>Meeting 1</u> 4 November 2010 1:30 - 3pm</p>	<p>Scoping report providing information relating to the Customer Services Blueprint, and an overview of existing processes and the new structure/organisation/process</p>
<p><u>Meeting 2</u>  19 November 2010 2:30pm</p>	<p>Receive interim report presenting:</p> <ol style="list-style-type: none"> <li>1. Information on national best practice regarding the handling of complaints etc by local authorities e.g. centralised or not?, and most recent annual Ombudsman Report.</li> <li>2. Directorate information on number and type of complaints received since 1 January 2010 including: <ul style="list-style-type: none"> <li>• Complaints from public</li> <li>• Councillor requests/inquiries</li> <li>• Complaints to Ombudsman</li> <li>• FOIs</li> </ul> </li> </ol> <p>Identify:</p> <ul style="list-style-type: none"> <li>• relevant consultees and any issues to be addressed through consultation at the next meeting</li> <li>• any additional information required</li> </ul>
<p><u>Meeting 3</u> 8 December 2010 2pm</p>	<p>Receive interim report and consult with relevant parties</p> <p>Based on information gathered, suggest any:</p> <ul style="list-style-type: none"> <li>• possible further efficiency savings</li> <li>• further improvements to customer experience</li> </ul>
<p><u>Meeting 4</u> 5 January 2011 2pm</p>	<p>Consider draft final report containing suggested recommendations</p>
<p>11 January 2011</p>	<p>Presentation of final report to Effective Organisation O &amp; S Committee</p>

## Consultation

6. The Assistant Director Customers & People will be present at this meeting to assist the Task Group with their work on this review.

## Options

7. Having considered the information provided within this report and its associated Annexes, and to inform the next meeting of the Task Group on 8 December 2010, Members may choose to:
  - Identify additional information required in support of this review
  - Identify any relevant consultees to be invited to attend the December meeting

## Findings to Date

8. At the meeting on 4 November, the Task Group considered the procedures within the Corporate Customer Feedback Policy and identified a number of issues relating to the different stages of the complaints process. It was also recognised that many of the 'complaints' received within Directorates are in fact service requests and not complaints, and therefore could be dealt with before the official 'stage 1' procedure is instigated.
9. Service Requests  
Members recognised that the public will need to understand the difference between a service request and a stage 1 complaint and that a clear definition of a service request would help.
10. Service requests will still need recording to track reoccurring issues within service areas and to enable service delivery teams to monitor their own performance and identify service improvements. However, they should not be fed into the customer complaints data analysis and reports. The process for escalating a service request to Stage 1 of the complaints procedure is in the hands of the complainant who will indicate that they are not satisfied with the service. This will then automatically go to Stage 1.
11. Stage 1  
The Task Group agreed the wording at Stage 1 of the procedure should be amended to read:

'At this stage the line manager of the service will deal with a complaint and the complainant should be advised of the outcome within 10 working days *or advised of any delay* and when they can expect a full response, and what they can do if they remain dissatisfied at the end of Stage 1'
12. Stage 2  
It should not be necessary for a complainant to have to set out their complaint again at Stage 2 as it may be antagonistic to expect the complainant to provide information that they had already supplied at Stage 1 of the procedure.

13. Stage 3

A Director might choose to delegate the investigation of a complaint to an Assistant Director, but it was important that the procedure recognised that the responsibility for handling the complaint rested with the Director. With this in mind the Task Group agreed the following wording should be removed '*or a member of staff independent of the service acting on the Director's behalf*'.

14. Training

In regard to Councillors, they will need full training on their use of the new Complaints IT portal and its full capabilities. Some Councillors may also be willing to participate in testing the new system before it goes live.

15. For staff, the Task Group agreed it was essential they were appropriately trained in how to:

- properly identify and handle the type of enquiry being received e.g. the type of issues that can be resolved at first point of contact.
- maintain a corporate record of them using the processes and procedures in place
- provide appropriate feedback to customers

16. It was suggested that consideration could be given to using the complaints training offered by the Ombudsman (as set out below) and/or sharing training with other authorities.

## **Information Gathered**

### **Local Government Ombudsman (LGO)**

17. The Local Government Ombudsman places considerable emphasis on the concept of service improvement, and is well placed to pinpoint opportunities for local authorities to improve not only complaints handling but also systems, procedures and other aspects of service delivery. They produce annual reviews and reports and provide training as their principal means of achieving this.

18. LGO Training

As part of their advice-giving role, they run a range of one-day courses aimed at helping local authorities to improve their responses to complaints. All their courses are presented by experienced investigators so participants can be confident that the presenter has genuine practical expertise in complaint handling and can draw on a fund of real knowledge from our experience over more than three decades of investigating complaints. They also give participants the opportunity to practise the skills needed to deal with complaints positively and efficiently. These courses include:

- Good Complaint Handling – Identifying and Processing Complaints

A one-day course developed for local authority staff who have direct contact with members of the public and who receive complaints as part of their day-to-day work. Front line staff have a crucial role to play in presenting the face of the authority to the public, particularly when dealing with service users when they have problems. They can also play an important part in the early

resolution of complaints, to the benefit of service users and the authority. This course has been devised to help staff make the most of this.

- Effective Complaint Handling – Investigating and Resolving Complaints  
A one-day course devised for local authority staff involved in handling complaints in the higher stages of the authority's complaints procedures, after the informal stage and up to the point of deciding the complaint, including dealing with remedies. It is a course for managers, team leaders, departmental and corporate complaints officers. The course is designed to help those dealing with complaints to develop their skills in complaint investigation and resolution and to avoid the pitfalls that can result in dissatisfaction and referral to the Ombudsman.
19. In addition, they provide Social Care Staff Courses specifically designed to meet the needs of those who deal with the statutory social care complaints procedures for children and adults. The Good Complaint Handling in Social Care course focuses on local resolution and the Effective Complaint Handling in Social Care course focuses on investigating and resolving complaints (the later stages).
  20. They also provide open courses for groups of staff from different authorities, to assist those authorities who wish to train small numbers of staff and to give staff an opportunity to share ideas and experience. And, they can provide training for authorities where they have identified particular problems or where they are in the process of reviewing or improving their complaints procedures. For this type of training the LGO charges for developing a course designed around a particular local authority's needs.
  21. The cost of the other LGO courses depends on the number of delegates i.e. courses for up to 15 people - £1,025, Courses for up to 30 - £1,735. The cost per delegate for an open course is £130.
  22. Annual Ombudsman Review  
Each year the Local Government Ombudsman produces an annual review (previous called annual letters) for each local authority about their performance in dealing with complaints made about them to the Ombudsman. The aim is to provide councils with information to help them improve their complaint handling, and improve their services more generally, for the benefit of the public. The table at Annex A shows the number of complaints received by the LGO about City of York Council in 2009/10, in comparison to other local authorities, and the LGO annual report detailing those complaints is shown at Annex B.

### **Number & Type of Complaints Received By CYC Since 1 January 2010**

23. Statistics in regard to Freedom of Information Requests (FOIs), complaints from the public, Councillor requests/enquiries and LGO referrals for 2010 are shown at Annex C.
24. In regard to complaints received by the Chief Executive's office, these most often relate to services elsewhere in the council. Accordingly, these complaints are not recorded as stage 1, 2 or 3 complaints within the Chief Exec's own service and may well represent double counts with complaint handling elsewhere in the

organisation where these stages are recorded. Similarly, all Ombudsman letters received in the Chief Executive's office relate to other services - these are passed to the relevant department and are also likely to be accounted for elsewhere in the data. There is also significant contact with Members in the Chief Executive's office, including for instance, direct communication between Councillors and the Chief Executive, but no data is kept to show this activity.

25. Explanation of variance in volume post April 2010 - the structural changes associated with the Organisation Review transferred Legal, Civic and Elections, which accounted for significant customer contact, from the Office of the Chief Executive to CBSS.
26. Leaflets – The complaints leaflet currently in use within directorates is shown at Annex D. Work on a new leaflet is ongoing and a copy of the draft will be made available at the meeting.

### **Ongoing Changes to New Corporate Customer Feedback Policy**

27. At the meeting on 4 November the Task Group were informed that as a result of the work to date, a number of changes to the policy had already been identified. The Assistant Director Customers & People will provide a verbal update on these at the meeting.

### **Way Forward**

28. Members now need to identify what further information they require in order to develop some recommendations aimed at achieving the objectives of this review, including reducing the number of complaints and contributing to any further efficiency savings beyond those identified by the More for York review.

### **Implications**

29. **Financial & HR** - More for York savings are associated with the centralisation of complaints teams.
30. **Equalities** All proposals contained in the Customer Strategy have been fully consulted upon and the work is covered by an Equalities Impact Assessment.
31. **Legal** Improvement of complaints handling may contribute to less cases reaching the Ombudsman. Centralisation of Freedom of Information requests will aid compliance with legislation on this matter.
32. **Information Technology (IT)** Resources are committed to providing the technology necessary for the newly centralised team.
33. There are no Crime and Disorder, Property or other implications.

### **Corporate Strategy**

34. This review supports to the Council's Effective Organisation priority around 'providing what customers want'.

## Risk Management

35. Improvement in the management of complaints and resulting service improvement will reduce the risk of negative publicity and the Ombudsman publicly criticising the council for maladministration. Improvement in the processing of Freedom of Information requests will minimise risks of the Information Commissioner imposing large fines on the organisation relating to its use of information.

## Recommendations

36. Members are recommended to:
- i. Agree what if any additional information is required in support of this review
  - ii. Identify any relevant consultees to be invited to the next Task Group meeting on 8 December 2010
  - iii. Identify further changes required to the Corporate Customer Feedback Policy and how these will reduce the number of complaints.

Reason: To progress this review in line with scrutiny procedures, protocols and workplans.

## Contact Details

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**Chief Officer Responsible for the report:**

Andrew Docherty  
Assistant Director Legal, Governance & ITT

**Report Approved**

**Date**

1 November 2010

## Specialist Implications Officer(s)

**Wards Affected:**

**All**



**For further information please contact the author of the report**

## Background Papers:

Customer Strategy  
Customer Services Blueprint  
Corporate Customer Feedback Policy

## Annexes

**Annex A** – Table of Complaints Received By LGO In 2009/10

**Annex B** – LGO annual report detailing CYC Complaints

**Annex C** – CYC Statistics since January 2010

**Annex D** – Current CYC Complaints Leaflet

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## Local authorities: alphabetical

**LGO complaint decisions in 2009/10**  
**LGO Complaint Decisions 2009/10 For Local Authorities**

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
<b>Local authorities</b>																
Adur DC	9	9	0	0	2	3	0	0	0	0	3	2	2	0	2	4
Allerdale BC	4	19	0	0	0	3	0	0	0	0	1	4	1	7	2	5
Alnwick DC (former authority)	4	11	0	0	2	2	0	0	0	0	1	8	0	0	1	1
Amber Valley DC	13	11	0	0	1	2	0	0	0	0	7	6	3	2	2	1
Arun DC	12	20	0	0	3	2	0	0	0	0	4	10	4	5	1	3
Ashfield DC	11	12	0	0	4	2	0	0	0	0	2	4	1	3	4	3
Ashford BC	10	21	0	0	0	3	0	0	0	0	4	9	3	6	3	3
Aylesbury Vale DC	11	18	0	0	1	1	0	0	0	0	3	9	2	7	5	1
Babergh DC	8	8	0	0	0	2	0	0	0	0	5	2	1	3	2	1
Barking & Dagenham LB	71	73	0	0	23	21	0	0	0	0	19	27	22	13	7	12
Barnet LB	76	100	0	0	17	17	0	0	0	0	26	54	22	14	11	15
Barnsley MBC	42	44	0	0	10	11	0	0	0	0	18	21	8	7	6	5
Barrow-in-Furness BC	6	6	0	0	0	2	0	0	0	0	4	3	2	1	0	0
Basildon DC	38	39	0	4 *	10	15	0	0	0	0	18	14	4	3	6	3
Basingstoke & Deane BC	16	8	0	0	1	2	0	0	0	0	8	4	2	1	5	1
Bassetlaw DC	26	29	0	0	1	3	0	0	0	0	18	19	3	3	4	4
Bath & North East Somerset C	20	26	0	1	7	4	0	0	0	0	7	13	3	4	3	4
Bedford BC	5	0	0	0	1	0	0	0	0	0	1	0	3	0	0	0
Bedford BC (former authority)	5	7	0	0	3	2	0	0	0	0	2	2	0	1	0	2
Bedfordshire CC (former authority)	6	29	2	0	0	8	0	0	0	0	2	8	0	7	2	6
Berwick-upon-Tweed BC (former authority)	4	12	0	0	1	3	0	0	0	0	3	4	0	5	0	0
Bexley LB	25	30	0	0	5	1	0	0	0	0	9	13	3	5	8	11
Birmingham City C	237	303	0	0	77	126	0	0	0	0	81	101	52	51	27	25
Blaby DC	6	3	0	0	0	0	0	0	0	0	4	0	1	1	1	2
Blackburn with Darwen BC	18	31	0	0	6	10	0	0	0	0	5	9	4	7	3	5
Blackpool BC	20	20	0	0	2	4	0	0	0	0	7	7	9	7	2	2
Blyth Valley BC (former authority)	6	7	0	0	1	1	0	0	0	0	5	3	0	3	0	0
Bolsover DC	11	12	0	0	2	1	0	0	0	0	7	5	1	4	1	2
Bolton MBC	44	48	0	0	10	8	0	0	0	0	21	28	8	11	5	1
Boston BC	6	4	0	0	3	1	0	0	0	0	0	2	2	0	1	1
Bournemouth BC	28	26	0	0	2	4	0	0	0	0	18	10	5	8	3	4
Bracknell Forest C	6	15	0	0	0	7	0	0	0	0	5	3	1	5	0	0
Bradford City C	55	72	0	1	4	9	0	0	0	0	28	35	10	13	13	14
Braintree DC	7	15	0	0	0	2	0	0	0	0	1	11	6	1	0	1
Breckland DC	10	9	0	0	3	3	0	0	0	0	5	4	1	1	1	1
Brent LB	77	77	0	0	7	9	0	0	0	0	33	25	23	32	14	11
Brentwood BC	7	5	0	0	0	1	0	0	0	0	5	3	2	0	0	1
Bridgnorth DC (former authority)	3	4	0	0	0	1	0	0	0	0	2	2	0	0	1	1
Brighton & Hove City C	67	85	1	0	17	10	0	0	0	0	32	46	10	16	7	13
Bristol City C	96	120	0	30	19	11	0	0	0	0	42	37	17	23	18	19
Broadland DC	16	11	0	0	2	1	0	0	0	0	10	6	3	3	1	1
Bromley LB	58	57	0	0	17	16	0	0	0	0	25	23	4	9	12	9
Bromsgrove DC	20	13	1	0	5	2	0	0	0	0	5	7	8	4	1	0
Broxbourne BC	16	12	0	0	5	0	0	0	0	0	8	7	3	4	0	1

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	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
Broxtowe BC	14	9	0	0	4	2	0	0	0	0	6	2	2	4	2	1
Buckinghamshire CC	89	64	0	0	6	6	0	0	0	1	46	44	15	9	22	4
Burnley BC	10	10	0	0	1	0	0	0	0	0	4	3	3	5	2	2
Bury MBC	34	34	1	0	8	11	0	0	0	0	10	10	13	8	2	5
Calderdale MBC	31	26	2 *	0	10	8	0	0	0	0	6	11	5	4	8	3
Cambridge City C	20	10	0	0	3	6	0	0	0	0	8	4	6	0	3	0
Cambridgeshire CC	18	23	0	0	7	6	0	0	0	0	4	10	5	4	2	3
Camden LB	109	118	0	1	49	39	0	0	0	0	23	32	22	27	15	19
Cannock Chase DC	10	11	0	0	3	3	0	0	0	0	4	3	3	3	0	2
Canterbury City C	19	28	1	1	2	5	0	0	0	0	3	5	8	11	5	6
Caradon DC (former authority)	14	35	0	4 *	3	11	0	0	0	0	5	11	5	8	1	1
Carlisle City C	5	11	0	0	1	2	0	0	0	0	1	8	2	1	1	0
Carrick DC (former authority)	10	17	0	0	3	4	0	0	0	0	2	7	4	3	1	3
Castle Morpeth BC (former authority)	1	5	0	1	0	0	0	0	0	0	0	2	0	2	1	0
Castle Point BC	12	10	0	0	3	2	0	0	0	0	6	2	3	4	0	2
Central Bedfordshire C	7	0	0	0	2	0	0	0	0	0	3	0	1	0	1	0
Charnwood BC	19	12	0	0	2	1	0	0	0	0	13	7	0	1	4	3
Chelmsford BC	10	6	0	0	2	0	0	0	0	0	4	5	3	1	1	0
Cheltenham BC	11	8	0	0	2	1	0	0	0	0	5	3	3	4	1	0
Cherwell DC	12	6	0	1	1	0	0	0	0	0	9	3	1	1	1	1
Cheshire CC (former authority)	17	38	1	1	4	5	0	0	0	0	4	26	6	4	2	2
Cheshire East C	41	0	0	0	5	0	0	0	0	0	15	0	18	0	3	0
Cheshire West & Chester C	19	0	0	0	1	0	0	0	0	0	9	0	7	0	2	0
Chester City C (former authority)	7	8	0	0	0	3	0	0	0	0	4	2	2	2	1	1
Chesterfield BC	12	20	0	0	2	4	0	0	0	0	6	11	3	4	1	1
Chester-le-Street DC (former authority)	5	7	0	0	0	0	0	0	0	0	5	4	0	1	0	2
Chichester DC	14	9	0	0	1	0	0	0	0	0	7	6	5	2	1	1
Chiltern DC	4	5	0	0	0	0	0	0	0	0	3	2	0	1	1	2
Chorley BC	12	10	2 *	0	4	1	0	0	0	0	5	3	1	5	0	1
Christchurch BC	10	9	0	0	0	1	0	0	0	0	3	5	6	2	1	1
City of London Corporation	7	6	0	0	1	0	0	0	0	0	1	3	5	3	0	0
Colchester BC	21	27	0	0	4	2	0	0	0	0	10	12	6	12	1	1
Congleton BC (former authority)	4	4	0	1	1	1	0	0	0	0	2	0	1	2	0	0
Copeland BC	3	13	0	0	0	2	0	0	0	0	2	7	1	2	0	2
Corby BC	15	21	1	0	4	8	0	0	0	0	8	5	2	6	0	2
Cornwall C	50	0	0	0	14	0	0	0	0	0	15	0	4	0	17	0
Cornwall CC (former authority)	12	38	0	1	4	15	0	0	0	0	7	15	0	5	1	2
Cotswold DC	4	10	0	0	0	0	0	0	0	0	3	6	1	2	0	2
Coventry City C	31	47	0	0	13	16	0	0	0	0	9	12	6	11	3	8
Craven DC	4	4	0	0	0	2	0	0	0	0	1	0	1	0	2	2
Crawley BC	10	10	0	0	1	0	0	0	0	0	6	6	3	2	0	2
Crewe & Nantwich BC (former authority)	2	17	0	0	1	1	0	0	0	0	0	7	0	8	1	1
Croydon LB	96	90	2 *	3 *	23	31	0	0	0	0	37	32	18	10	16	14
Cumbria CC	33	23	0	0	5	3	0	0	0	0	9	7	13	10	6	3
Dacorum BC	17	18	0	0	5	4	0	0	0	0	5	7	4	5	3	2
Darlington BC	21	27	0	1	7	11	0	0	0	0	8	6	3	5	3	4
Dartford BC	11	5	0	0	2	1	0	0	0	0	3	2	2	1	4	1
Daventry DC	10	8	0	0	0	4	0	0	0	0	8	1	1	0	1	3
Derby City C	50	37	0	0	27	17	0	0	0	0	11	10	9	8	3	2

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	Derbyshire CC	28	30	0	0	8	6	0	0	0	0	9	9	7	11	4
Derbyshire Dales DC	6	7	0	0	1	2	0	0	0	0	3	3	2	1	0	1
Derwentside DC (former authority)	6	16	0	0	1	3	0	0	0	0	3	7	2	5	0	1
Devon CC	38	26	0	0	4	6	0	0	0	0	15	13	10	2	9	5
Doncaster MBC	53	55	0	0	11	19	0	0	0	0	19	18	17	12	6	6
Dorset CC	15	23	0	0	0	6	0	0	0	0	8	9	6	6	1	2
Dover DC	15	17	0	0	2	4	0	0	0	0	7	9	5	2	1	2
Dudley MBC	46	55	0	0	17	12	0	0	0	0	17	22	5	10	7	11
Durham C, County of	36	0	0	0	4	0	0	0	0	0	16	0	7	0	9	0
Durham CC (former authority)	20	17	0	0	7	3	0	0	0	0	6	10	5	3	2	1
Durham City C (former authority)	8	16	0	0	3	4	0	0	0	0	2	9	3	2	0	1
Ealing LB	107	124	3	2	25	34	0	0	0	0	31	34	25	28	23	26
Easington DC (former authority)	1	24	0	3 *	0	9	0	0	0	0	1	10	0	0	0	2
East Cambridgeshire DC	10	9	0	0	1	2	0	0	0	0	5	5	3	1	1	1
East Devon DC	18	40	0	2 *	0	14	0	0	0	0	11	13	5	4	2	7
East Dorset DC	11	5	1	0	2	0	0	0	0	0	3	3	1	1	4	1
East Hampshire DC	12	12	0	0	0	2	0	0	0	0	0	9	12	0	0	1
East Hertfordshire DC	7	7	0	0	1	0	0	0	0	0	2	4	2	1	2	2
East Lindsey DC	20	28	0	0	3	5	0	0	0	0	9	16	5	5	3	2
East Northamptonshire DC	3	4	0	0	1	0	0	0	0	0	1	3	0	1	1	0
East Riding of Yorkshire C	62	70	0	0	10	13	0	0	0	0	29	34	14	17	9	6
East Staffordshire DC	8	2	0	0	1	0	0	0	0	0	5	1	1	1	1	0
East Sussex CC	27	39	0	0	5	4	0	0	0	0	12	19	8	12	2	4
Eastbourne BC	14	14	0	0	4	1	0	0	0	0	4	5	3	4	3	4
Eastleigh BC	12	11	0	0	2	2	0	0	0	0	6	3	1	3	3	3
Eden DC	4	1	0	0	0	0	0	0	0	0	1	0	1	0	2	1
Ellesmere Port & Neston BC (former authority)	1	9	0	0	0	1	0	0	0	0	1	4	0	4	0	0
Elmbridge BC	10	16	0	0	1	1	0	0	0	0	5	6	3	8	1	1
Enfield LB	60	59	0	0	11	15	1	0	0	0	23	20	12	18	13	6
Epping Forest DC	8	10	0	0	0	1	0	0	0	0	7	4	0	2	1	3
Epsom & Ewell BC	5	7	0	0	0	0	0	0	0	0	4	3	0	3	1	1
Erewash BC	5	21	0	0	1	10	0	0	0	0	2	4	1	4	1	3
Essex CC	80	78	1	1	11	13	0	0	0	0	38	37	15	15	15	12
Exeter City C	17	18	0	1	2	1	0	0	0	0	10	9	2	4	3	3
Fareham BC	11	14	0	0	0	1	0	0	0	0	9	4	2	7	0	2
Fenland DC	13	8	0	0	2	2	0	0	0	0	9	5	1	1	1	0
Forest Heath DC	5	8	0	0	1	2	0	0	0	0	3	5	0	0	1	1
Forest of Dean DC	12	8	0	0	2	0	0	0	0	0	3	2	3	4	4	2
Fylde BC	9	5	0	0	1	1	0	0	0	0	3	2	3	2	2	0
Gateshead MBC	26	40	0	0	7	18	0	0	0	0	12	14	2	2	5	6
Gedling BC	11	29	0	0	2	6	0	0	0	0	6	18	3	2	0	3
Gloucester City C	9	15	0	0	0	4	0	0	0	0	8	10	0	1	1	0
Gloucestershire CC	26	25	0	1	4	6	0	0	0	0	12	14	5	2	5	2
Gosport BC	19	4	0	0	0	1	0	0	0	0	7	1	9	1	3	1
Gravesham BC	13	12	0	0	6	3	0	0	0	0	7	6	0	2	0	1
Great Yarmouth BC	9	14	0	0	1	0	0	0	0	0	5	10	1	1	2	3
Greater London Authority	3	1	0	0	0	0	0	0	0	0	0	0	0	0	3	1
Greenwich LB	64	51	0	5 *	15	14	0	0	0	0	21	20	15	7	13	5

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	Guildford BC	14	8	0	0	3	1	0	0	0	0	5	4	5	0	1
Hackney LB	104	144	0	0	35	53	0	0	0	0	20	26	30	41	19	24
Halton BC	16	18	0	0	3	2	0	0	0	0	8	8	1	6	4	2
Hambleton DC	9	9	0	0	1	0	0	0	0	0	4	5	4	3	0	1
Hammersmith & Fulham LB	62	66	1	0	14	15	0	0	0	0	25	29	13	13	9	9
Hampshire CC	38	34	0	0	7	3	0	0	0	0	19	20	6	9	6	2
Harborough DC	9	11	0	0	0	4	0	0	0	0	5	4	3	3	1	0
Haringey LB	88	119	0	1	39	53	0	0	0	0	20	33	18	15	11	17
Harlow DC	19	15	0	0	7	6	0	0	0	0	8	3	2	4	2	2
Harrogate BC	18	16	0	0	1	0	0	0	0	0	10	9	4	2	3	5
Harrow LB	52	43	0	0	12	22	0	0	0	0	24	10	6	1	10	10
Hart DC	8	5	0	0	2	0	0	0	0	0	4	5	1	0	1	0
Hartlepool BC	10	11	0	0	2	1	0	0	0	0	2	5	5	3	1	2
Hastings BC	14	26	0	0	4	2	0	0	0	0	6	18	3	3	1	3
Havant BC	13	8	2 *	0	3	0	0	0	0	0	4	5	3	0	1	3
Havering LB	59	50	1	1	21	13	0	0	1	0	10	20	16	14	10	2
Herefordshire C	25	25	1	0	2	1	0	0	0	0	10	15	6	2	6	7
Hertfordshire CC	60	69	0	0	20	16	0	0	0	0	12	26	21	13	7	14
Hertsmere BC	2	5	0	0	0	1	0	0	0	0	2	1	0	3	0	0
High Peak BC	11	13	0	0	3	2	0	0	0	0	4	7	4	2	0	2
Hillingdon LB	35	37	0	1	5	12	0	0	0	0	14	8	12	9	4	7
Hinckley & Bosworth BC	10	9	0	0	1	0	0	0	0	0	4	9	4	0	1	0
Horsham DC	10	9	0	0	3	3	0	0	0	0	3	1	3	5	1	0
Hounslow LB	86	117	1	0	29	24	0	0	0	0	26	24	14	52	16	17
Huntingdonshire DC	7	9	0	0	0	0	0	0	0	0	2	7	4	1	1	1
Hyndburn BC	7	6	0	0	1	2	0	0	0	0	3	2	2	1	1	1
Ipswich BC	10	10	0	0	1	3	0	0	0	0	5	4	1	2	3	1
Isle of Wight C	39	48	1	0	1	9	0	0	0	0	12	22	16	13	9	4
Isles of Scilly, Council for the	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Islington LB	80	101	0	1	23	39	0	0	0	0	26	30	11	18	20	13
Kennet DC (former authority)	2	4	0	0	0	1	0	0	0	0	1	2	1	1	0	0
Kensington & Chelsea RB	41	63	0	0	10	11	0	0	0	0	15	34	11	8	5	10
Kent CC	120	125	1	0	29	35	0	0	0	0	52	43	22	34	16	13
Kerrier DC (former authority)	10	22	0	0	2	8	0	0	0	0	5	10	3	2	0	2
Kettering BC	6	13	0	0	1	0	0	0	0	0	2	10	3	3	0	0
King's Lynn & West Norfolk BC	15	18	0	1	2	2	0	0	0	0	9	5	4	6	0	4
Kingston upon Hull City C	72	57	0	0	22	15	0	0	0	0	34	29	11	7	5	6
Kingston upon Thames RB	28	25	0	0	7	7	0	0	0	0	8	6	9	6	4	6
Kirklees MC	60	94	2 *	1	20	21	0	0	0	0	11	32	25	29	2	11
Knowsley MBC	11	13	0	0	2	2	0	0	0	0	3	7	2	3	4	1
Lambeth LB	200	218	3	3 *	74	51	0	0	0	0	61	68	27	53	35	43
Lancashire CC	52	63	1	0	25	24	0	0	0	0	13	19	9	15	4	5
Lancaster City C	10	11	0	0	3	1	0	0	0	0	6	7	0	0	1	3
Leeds City C	176	203	0	0	44	64	0	0	0	0	84	80	31	31	17	28
Leicester City C	73	78	0	0	18	11	0	0	0	0	29	40	10	19	16	8
Leicestershire CC	29	38	0	0	2	1	0	0	0	0	20	16	3	9	4	12
Lewes DC	5	7	0	0	1	1	0	0	0	0	2	5	2	1	0	0
Lewisham LB	94	103	1	0	21	29	0	0	0	0	31	39	22	23	19	12
Lichfield DC	10	8	0	0	0	0	0	0	0	0	9	5	1	3	0	0

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Lincoln City C	13	7	0	0	1	3	0	0	0	0	7	2	5	1	0	1
Lincolnshire CC	42	27	1	0	12	4	0	0	0	0	14	12	13	5	2	6
Liverpool City C	58	88	2	0	17	25	0	0	0	0	17	41	11	12	11	10
Luton BC	33	32	1	3	10	3	0	0	0	0	12	13	6	6	4	7
Macclesfield BC (former authority)	9	15	0	0	3	0	0	0	0	0	3	8	3	5	0	2
Maidstone BC	22	27	0	0	6	4	0	0	0	0	4	8	7	12	5	3
Maldon DC	4	8	0	0	2	0	0	0	0	0	0	5	1	0	1	3
Malvern Hills DC	9	8	0	0	2	3	0	0	0	0	3	4	1	1	3	0
Manchester City C	101	80	1	0	30	27	0	0	0	0	27	18	26	18	17	17
Mansfield DC	9	7	0	0	2	1	0	0	0	0	7	2	0	2	0	2
Medway C	60	62	8*	2	16	26	0	0	0	0	18	10	13	18	5	6
Melton BC	5	5	0	0	0	1	0	0	0	0	3	3	1	1	1	0
Mendip DC	28	10	0	0	3	1	0	0	0	0	23	4	2	5	0	0
Merton LB	33	33	0	0	3	5	0	0	0	0	15	13	10	10	5	5
Mid Bedfordshire DC (former authority)	5	12	0	0	1	2	0	0	0	0	0	5	3	4	1	1
Mid Devon DC	12	15	1	0	0	4	0	0	0	0	8	8	1	2	2	1
Mid Suffolk DC	9	22	0	0	3	2	0	0	0	0	2	10	2	2	2	8
Mid Sussex DC	11	7	0	0	0	1	0	0	0	0	7	5	3	1	1	0
Middlesbrough BC	14	18	0	1	2	4	0	0	0	0	7	7	4	3	1	3
Milton Keynes C	24	33	0	0	2	7	0	0	0	0	11	16	3	3	8	7
Mole Valley DC	6	5	0	0	1	0	0	0	0	0	3	4	2	1	0	0
New Forest DC	19	15	0	0	2	0	0	0	0	0	11	8	3	6	3	1
Newark & Sherwood DC	7	26	0	0	1	2	0	0	0	0	2	11	3	11	1	2
Newcastle upon Tyne City C	51	62	0	0	9	11	0	0	0	0	26	27	11	14	5	10
Newcastle-under-Lyme BC	7	4	0	0	0	2	0	0	0	0	5	1	1	1	1	0
Newham LB	101	104	1	0	36	39	0	0	0	0	24	22	18	23	22	20
Norfolk CC	25	28	0	0	7	2	0	0	0	0	11	16	6	5	1	5
North Cornwall DC (former authority)	4	16	0	0	1	2	0	0	0	0	3	10	0	3	0	1
North Devon DC	17	25	0	5*	2	2	0	0	0	0	10	11	4	2	1	5
North Dorset DC	1	3	0	0	0	1	0	0	0	0	1	2	0	0	0	0
North East Derbyshire DC	15	19	0	0	2	2	0	0	0	0	7	7	3	6	3	4
North East Lincolnshire C	16	18	0	0	4	6	0	0	0	0	3	6	3	4	6	2
North Hertfordshire DC	10	13	0	0	2	2	0	0	0	0	5	7	2	2	1	2
North Kesteven DC	5	6	0	0	1	1	0	0	0	0	2	3	1	2	1	0
North Lincolnshire C	19	9	0	0	3	2	0	0	0	0	11	4	1	1	4	2
North Norfolk DC	8	21	0	0	0	4	0	0	0	0	3	5	3	10	2	2
North Shropshire DC (former authority)	18	11	0	0	2	1	0	0	0	0	1	7	1	2	14	1
North Somerset C	51	33	0	0	6	9	0	0	0	0	29	18	9	2	7	4
North Tyneside MBC	44	28	0	0	7	6	0	0	0	0	19	11	8	9	10	2
North Warwickshire BC	4	5	0	0	1	0	0	0	0	0	1	2	2	2	0	1
North West Leicestershire DC	10	8	0	0	3	2	0	0	0	0	4	5	2	1	1	0
North Wiltshire DC (former authority)	1	19	0	0	0	4	0	0	0	0	0	4	0	4	1	7
North Yorkshire CC	28	40	0	0	3	13	0	0	0	1	17	17	7	7	1	2
Northampton BC	27	47	0	13	10	11	0	0	0	0	6	14	8	5	3	4
Northamptonshire CC	29	35	0	0	12	10	0	0	0	0	9	13	4	10	4	2
Northumberland C	12	0	0	0	1	0	0	0	0	0	4	0	5	0	2	0
Northumberland CC (former authority)	16	12	4*	0	1	4	0	0	0	0	4	2	6	2	1	4
Norwich City C	20	27	0	0	3	8	0	0	0	0	11	11	2	6	4	2
Nottingham City C	52	60	0	0	16	15	1	0	0	0	17	24	10	12	8	9

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
	Nottinghamshire CC	34	36	0	0	5	10	0	0	0	0	12	8	11	10	6
Nuneaton & Bedworth BC	10	7	0	0	2	1	0	0	0	0	3	3	3	3	2	0
Oldham & Wigston BC	3	6	0	0	0	1	0	0	0	0	2	5	0	0	1	0
Oldham MBC	28	43	0	0	8	9	0	0	0	0	5	16	8	10	7	8
Oswestry BC (former authority)	0	7	0	0	0	0	0	0	0	0	0	6	0	0	0	1
Oxford City C	27	21	0	0	4	7	0	0	0	0	15	11	3	1	5	2
Oxfordshire CC	23	13	0	0	4	2	0	0	1	0	11	9	4	1	3	1
Pendle BC	27	9	0	0	2	2	0	0	0	0	3	5	19	0	3	2
Penwith DC (former authority)	6	30	0	0	2	2	0	0	0	0	4	18	0	6	0	4
Peterborough City C	24	24	0	1	4	5	0	0	0	0	12	8	6	9	2	1
Plymouth City C	48	59	0	1	11	6	0	0	0	0	25	33	5	9	7	10
Poole BC	23	50	0	1	3	6	0	0	1	0	12	21	5	11	3	11
Portsmouth City C	28	35	0	1	6	7	0	0	0	0	15	20	4	3	3	4
Preston City C	6	14	0	0	1	4	0	0	0	0	2	4	2	4	1	2
Purbeck DC	4	7	0	0	0	2	0	0	0	0	1	3	1	1	2	1
Reading BC	27	30	0	0	5	9	0	0	0	0	7	9	7	4	8	8
Redbridge LB	50	77	1	1	9	11	0	0	0	0	16	36	14	19	10	10
Redcar & Cleveland BC	22	20	0	0	4	3	0	0	0	0	6	9	10	4	2	4
Redditch BC	9	7	0	0	3	1	0	0	0	0	3	4	3	0	0	2
Reigate & Banstead BC	4	9	0	0	1	0	0	0	0	0	2	5	1	4	0	0
Restormel BC (former authority)	8	23	0	0	3	2	0	0	0	0	4	8	0	10	1	3
Ribble Valley BC	12	3	1	0	4	1	0	0	0	0	6	1	1	1	0	0
Richmond upon Thames LB	28	43	0	0	4	4	0	0	0	0	18	17	4	13	2	9
Richmondshire DC	5	4	0	0	0	1	0	0	0	0	3	1	1	2	1	0
Rochdale MBC	23	21	0	0	4	9	0	0	0	0	7	6	7	4	5	2
Rochford DC	6	6	0	0	0	0	0	0	0	0	3	5	1	1	2	0
Rossendale BC	32	16	1	0	2	2	0	0	0	0	27	1	2	8	0	5
Rother DC	12	18	0	0	0	6	0	0	0	0	5	8	4	2	3	2
Rotherham MBC	33	29	0	1	11	6	0	0	0	0	17	11	5	8	0	3
Rugby BC	9	5	0	0	1	2	0	0	0	0	4	2	2	0	2	1
Runnymede BC	6	9	0	0	0	0	0	0	0	0	4	3	0	5	2	1
Rushcliffe BC	7	9	0	0	3	1	0	0	0	0	3	6	1	2	0	0
Rushmoor BC	2	9	0	0	0	0	0	0	0	0	1	7	1	0	0	2
Rutland CC	4	5	0	0	1	0	0	0	0	0	2	2	1	1	0	2
Ryedale DC	2	10	0	0	0	4	0	0	0	0	1	6	0	0	1	0
Salford City C	34	50	0	0	10	13	0	0	0	0	11	24	9	7	4	6
Salisbury DC (former authority)	7	15	0	0	2	6	0	0	0	0	1	6	1	3	3	0
Sandwell MBC	53	80	1	0	10	20	0	0	0	0	23	32	11	9	8	19
Scarborough BC	14	26	0	0	2	7	0	0	0	0	3	9	3	5	6	5
Sedgefield DC (former authority)	7	9	0	0	1	2	0	0	0	0	4	2	1	2	1	3
Sedgemoor DC	16	20	0	0	1	0	0	0	0	0	5	14	4	4	6	2
Sefton MBC	25	35	0	2	10	5	0	0	0	0	9	17	3	6	3	5
Selby DC	26	26	0	0	2	4	0	0	0	0	18	13	2	8	4	1
Sevenoaks DC	9	16	0	0	0	0	0	0	0	0	3	9	2	6	4	1
Sheffield City C	107	143	0	1	25	41	0	0	0	0	51	61	17	26	14	14
Shepway DC	6	19	0	0	1	4	0	0	0	0	3	2	0	12	2	1
Shrewsbury & Atcham BC (former authority)	4	9	0	0	0	1	0	0	0	0	2	5	1	2	1	1
Shropshire C	18	0	0	0	1	0	0	0	0	0	11	0	2	0	4	0

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
Shropshire CC (former authority)	12	18	0	0	4	0	0	0	0	0	6	13	0	4	2	1
Slough BC	22	39	0	1	5	13	0	0	0	0	9	13	3	9	5	3
Solihull MBC	28	30	0	0	9	9	0	0	0	0	9	15	7	5	3	1
Somerset CC	48	27	0	0	2	7	0	0	0	0	34	9	4	8	8	3
South Bedfordshire DC (former authority)	3	9	0	0	0	4	0	0	0	0	0	4	2	1	1	0
South Bucks DC	6	7	0	0	0	1	0	0	0	0	6	5	0	0	0	1
South Cambridgeshire DC	22	17	0	0	2	2	0	0	0	0	10	10	7	2	3	3
South Derbyshire DC	13	7	0	0	0	0	0	0	0	0	10	4	1	2	2	1
South Gloucestershire C	33	30	0	0	7	10	0	0	0	0	15	11	5	8	6	1
South Hams DC	11	8	0	0	5	0	0	0	0	0	1	4	4	3	1	1
South Holland DC	15	14	0	0	2	2	0	0	0	0	6	4	5	6	2	2
South Kesteven DC	9	12	0	0	2	2	0	0	0	0	4	4	2	1	1	5
South Lakeland DC	9	12	0	0	2	1	0	0	0	0	7	6	0	2	0	3
South Norfolk DC	12	20	0	0	0	2	0	0	0	0	9	6	1	8	2	4
South Northamptonshire DC	6	4	0	0	2	3	0	0	0	0	1	0	3	1	0	0
South Oxfordshire DC	15	5	0	0	0	1	0	0	0	0	11	2	3	1	1	1
South Ribble BC	7	15	1	0	1	3	0	0	0	0	3	6	2	5	0	1
South Shropshire DC (former authority)	6	16	0	0	1	3	0	0	0	0	3	3	2	8	0	2
South Somerset DC	10	42	0	0	0	2	0	0	0	0	9	34	0	2	1	4
South Staffordshire DC	5	6	0	0	0	1	0	0	0	0	4	2	0	2	1	1
South Tyneside MBC	40	50	0	2 *	5	11	0	0	0	0	12	21	11	11	12	5
Southampton City C	28	27	0	0	7	6	0	0	0	0	8	9	7	11	6	1
Southend-on-Sea BC	19	31	0	0	4	10	0	0	0	1	7	12	3	4	5	4
Southwark LB	142	180	0	0	76	86	0	0	0	0	28	51	15	22	23	21
Spelthorne BC	9	5	0	0	5	1	0	0	0	0	1	3	2	1	1	0
St Albans City C	14	26	0	0	3	11	0	0	0	0	6	6	3	4	2	5
St Edmundsbury BC	6	12	0	0	1	2	0	0	0	0	2	8	2	2	1	0
St Helens MBC	15	17	0	0	1	2	0	0	0	0	8	8	5	4	1	3
Stafford BC	7	10	0	0	1	0	0	0	0	0	5	8	1	2	0	0
Staffordshire CC	40	35	0	0	6	6	0	0	0	0	19	20	8	8	7	1
Staffordshire Moorlands DC	6	4	0	0	0	0	0	0	0	0	3	1	2	2	1	1
Stevenage BC	8	10	0	0	2	4	0	0	0	0	3	3	2	1	1	2
Stockport MBC	50	47	0	0	11	8	0	0	0	0	17	17	12	16	10	6
Stockton-on-Tees BC	18	24	0	0	1	5	0	0	0	0	11	11	3	6	3	2
Stoke-on-Trent City C	35	37	0	0	6	5	0	0	0	0	19	19	9	10	1	3
Stratford-on-Avon DC	23	22	0	0	5	4	0	0	0	0	9	11	3	6	6	1
Stroud DC	13	9	0	0	2	2	0	0	0	0	5	5	5	2	1	0
Suffolk CC	35	30	1	0	6	4	0	0	0	0	10	11	11	9	7	6
Suffolk Coastal DC	7	9	0	0	0	1	0	0	0	0	4	7	3	1	0	0
Sunderland City C	30	34	0	0	2	11	0	0	0	0	9	14	15	7	4	2
Surrey CC	71	75	0	2	16	17	0	0	1	0	25	20	21	26	8	10
Surrey Heath BC	8	2	0	0	2	1	0	0	0	0	2	1	0	0	4	0
Sutton LB	22	34	0	0	2	10	0	0	0	0	10	12	7	10	3	2
Swale BC	12	14	0	0	3	3	0	0	0	0	5	6	3	1	1	4
Swindon BC	38	30	0	0	18	12	0	0	0	0	10	4	6	11	4	3
Tameside MBC	27	31	0	0	3	3	0	0	0	0	11	21	9	4	4	3
Tamworth BC	6	7	0	0	3	1	0	0	0	0	3	3	0	2	0	1
Tandridge DC	5	11	0	0	0	1	0	0	0	0	5	7	0	2	0	1
Taunton Deane BC	12	13	0	0	1	3	0	0	0	0	4	6	2	4	5	0

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
	Teesdale DC (former authority)	2	3	0	0	0	1	0	0	0	0	0	2	1	0	1
Teignbridge DC	8	12	0	0	1	1	0	0	0	0	2	9	3	1	2	1
Telford & Wrekin C, Borough of	17	21	0	0	1	2	0	0	0	0	8	11	5	6	3	2
Tending DC	12	22	0	0	1	3	0	0	0	0	6	13	3	3	2	3
Test Valley BC	15	7	0	0	0	0	0	0	0	0	13	3	2	3	0	1
Tewkesbury BC	8	12	0	0	1	1	0	0	0	0	6	4	0	1	1	6
Thanet DC	37	29	0	0	21	6	0	0	0	0	9	16	1	5	6	2
Three Rivers DC	6	5	0	0	1	0	0	0	0	0	4	3	0	1	1	1
Thurrock BC	46	39	1	0	15	14	0	0	0	0	19	14	10	10	1	1
Tonbridge & Malling BC	4	3	0	0	0	0	0	0	0	0	2	1	1	1	1	1
Torbay BC	26	35	0	0	4	3	0	0	0	0	11	19	4	6	7	7
Torridge DC	12	20	0	0	1	4	0	0	0	0	6	14	2	2	3	0
Tower Hamlets LB	98	82	1	0	18	21	0	0	0	0	40	29	16	17	23	15
Trafford MBC	22	34	0	0	3	5	0	0	0	0	14	14	0	15	5	0
Tunbridge Wells RB	7	17	0	0	1	2	0	0	0	0	4	7	2	3	0	5
Tynedale DC (former authority)	1	4	0	0	0	1	0	0	0	0	0	2	1	1	0	0
Utlesford DC	7	10	0	0	1	2	0	0	0	0	4	6	1	2	1	0
Vale of the White Horse DC	9	11	0	0	2	1	0	0	0	0	3	6	0	2	4	2
Vale Royal BC (former authority)	4	11	0	0	1	1	0	0	0	0	0	6	1	4	2	0
Wakefield City C	37	82	0	0	9	12	0	0	0	0	16	50	10	13	2	7
Walsall MBC	38	33	0	1	12	8	0	0	0	0	18	13	2	6	6	5
Waltham Forest LB	82	85	1	0	23	34	0	0	0	0	21	28	28	14	9	9
Wandsworth LB	57	64	0	0	18	17	0	0	0	0	20	20	9	11	10	16
Wansbeck DC (former authority)	4	14	0	0	1	4	0	0	0	0	2	5	1	2	0	3
Warrington BC	21	41	0	0	5	8	0	0	0	0	7	18	7	13	2	2
Warwick DC	13	16	0	0	5	5	0	0	0	0	4	6	4	5	0	0
Warwickshire CC	28	32	1	0	7	10	0	0	0	0	12	15	5	5	3	2
Watford BC	6	17	0	0	3	5	0	0	0	0	1	3	1	6	1	3
Waveney DC	5	13	0	0	0	4	0	0	0	0	3	3	2	5	0	1
Waverley BC	12	17	0	0	2	2	0	0	0	0	2	5	7	7	1	3
Wealden DC	9	29	0	0	0	0	0	0	0	0	5	20	0	6	4	3
Wear Valley DC	5	8	0	0	0	3	0	0	0	0	4	2	0	1	1	2
Wellingborough BC	6	5	0	0	2	0	0	0	0	0	1	5	3	0	0	0
Welwyn Hatfield DC	7	20	0	0	1	4	0	0	0	0	4	4	2	12	0	0
West Berkshire C	13	32	0	0	1	3	0	0	0	0	7	17	4	8	1	4
West Devon BC	10	2	0	0	3	0	0	0	0	0	3	1	2	1	2	0
West Dorset DC	8	11	0	0	1	1	0	0	0	0	5	3	1	4	1	3
West Lancashire DC	7	14	0	0	0	2	0	0	0	0	4	4	1	5	2	3
West Lindsey DC	12	7	1	0	1	1	0	0	0	0	5	3	3	1	2	2
West Oxfordshire DC	6	9	0	0	2	1	0	0	0	0	3	6	1	2	0	0
West Somerset DC	3	7	0	0	0	0	0	0	0	0	3	5	0	1	0	1
West Sussex CC	53	45	0	2	9	7	0	0	0	0	19	12	19	19	6	5
West Wiltshire DC (former authority)	4	10	0	0	1	3	0	0	0	0	1	4	0	1	2	2
Westminster City C	84	131	0	0	23	43	0	0	0	0	19	38	21	24	21	26
Weymouth & Portland BC	6	9	0	0	1	0	0	0	0	0	3	5	1	2	1	2
Wigan MBC	45	39	0	0	11	5	0	0	0	1	15	25	14	7	5	1
Wiltshire C	21	0	0	0	1	0	0	0	0	0	15	0	4	0	1	0
Wiltshire CC (former authority)	8	17	0	2	1	8	0	0	0	0	3	3	1	2	3	2
Winchester City C	10	20	0	0	0	5	0	0	0	0	6	11	4	2	0	2

Authority	Total complaints determined (excluding premature complaints)		Maladministration and injustice reports		Local settlements		Maladministration reports		No maladministration reports		No maladministration without report		Ombudsman's discretion		Outside jurisdiction	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
	Windsor & Maidenhead RB	18	25	0	0	4	4	0	0	0	0	5	10	7	6	2
Wirral MBC	166	43	0	1	9	11	0	0	0	0	19	16	132	9	6	6
Woking BC	3	6	0	0	0	1	0	0	0	0	3	5	0	0	0	0
Wokingham C	35	21	0	0	9	5	0	0	0	0	15	11	5	3	6	2
Wolverhampton City C	43	51	0	0	10	11	0	0	0	0	23	27	3	3	7	10
Worcester City C	9	2	0	0	1	0	0	0	0	0	4	0	1	1	3	1
Worcestershire CC	38	46	0	1	9	21	0	0	0	0	23	19	2	1	4	4
Worthing BC	12	9	0	0	2	2	0	0	0	0	6	4	4	2	0	1
Wychavon DC	13	7	0	0	2	1	0	0	0	0	5	4	4	1	2	1
Wycombe DC	20	18	0	0	4	3	0	0	0	0	9	10	2	3	5	2
Wyre BC	9	19	0	0	1	2	0	0	0	0	3	11	3	4	2	2
Wyre Forest DC	11	3	0	0	2	0	0	0	0	0	8	0	0	1	1	2
York C, City of	25	30	1	0	4	7	0	0	0	0	13	12	3	7	4	4

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**The Local Government Ombudsman's  
Annual Review  
York City Council  
for the year ended  
31 March 2010**

Local Government Ombudsmen (LGOs) provide 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, we aim to get it put right by recommending a suitable remedy. We also use the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual reviews.

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# Section 1: Complaints about York City Council 2009/10

## Introduction

This annual review provides a summary of the complaints we have dealt with about York City 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 review will be a useful addition to other information your authority holds on how people experience or perceive your services.

Two appendices form an integral part of this review: statistical data for 2009/10 and a note to help the interpretation of the statistics.

## Enquiries and complaints received

In 2009/10 we received 42 complaints and enquiries against your council, compared with 57 in 2008/09. Twelve were about adult care services, nine about housing, four about transport and highways, three were about planning and building control, two were about children and family services, one each about benefits and public finance, and ten about other areas, such as anti-social behaviour and environmental health.

We treated six of these complaints as premature and referred them to the council and in a further six cases advice was given, usually to make a complaint to the council direct. The remaining 30 complaints were forwarded to the investigative team, of which seven were premature complaints that had been resubmitted.

## Complaint outcomes

In 2009/10 we took decisions on 25 complaints. My predecessor issued a report in one case and in 13 cases we found no or insufficient evidence of maladministration. Four complaints were outside jurisdiction and in four cases the council agreed to settle the complaint locally. Using the Ombudsman's discretion, a further three cases were not investigated. Typically these are cases where, even though there may have been some fault by the council, there is no significant injustice to the complainant.

## Reports

When we complete an investigation, we generally issue a report. This year we issued one report about a planning matter. The council gave the complainant incorrect advice when they were renovating a Georgian terraced property. It said that planning permission was required for alterations to a front bay window, and that permission would only be granted for a square bay rather than the bow-shaped window that the complainant preferred, so that the house matched with the neighbouring property (which had a square bay window). But then the owner of the adjacent property carried out renovations to his property including a bow-shaped bay window at the front. The complainant was unhappy because they installed a window that they did not want on the basis of the council's advice, and now the property was the 'odd one out' with a square bay window.

We concluded that the council's advice had been incorrect and it was reasonable for the complainant to have relied on that advice. If the council had advised the complainant correctly they

would have been able to pursue the original plans of a bow-shaped bay window as permitted development.

We recommended that the council pay the reasonable costs of installing the bay window of the complainant's choice and also pay £250 for her time and trouble in pursuing her complaint. The council paid the compensation but it is disappointing that it took almost a year from issuing the report for it to authorise replacement of the window.

### **Local settlements**

A 'local settlement' is a complaint where, during the course of our investigation, a council takes or agrees to take some action that we consider to be a satisfactory response to the complaint. In 2009/10, 26.9% of all complaints the Ombudsmen decided and which were within our jurisdiction were local settlements. Of the complaints we decided against your authority four were local settlements (19.4%), and the council paid a total of £3,250 in compensation.

Two of the complaints the council settled were about adult care services. In one case the council delayed for four months in providing 24 hour care, seven days a week for the complainant's elderly and disabled father. It also failed to communicate adequately with the complainant and failed to assess the complainant's needs as a carer, or those of each of her parents. The council had already upheld the complaint in full but had only offered £500 compensation. After our involvement the council agreed to increase the compensation to £2,500 and compensate the complainant for loss of earnings. This sum represented £1,000 for the considerable anxiety caused to the complainant and her family, £250 for the failures in communication and £1250 in respect of the four months delay in providing the 24/7 at home care service for her father.

In the second complaint the council missed or severely delayed a number of home care calls which should have been made to the complainant over a four month period in 2009. These failures were exacerbated by the fact that the council had just made a series of recommendations following a complaint about earlier missed calls which should have resulted in the implementation of service improvements. The complainant was caused distress and inconvenience and the complainant's family were put to considerable time and trouble in pursuing the complaint. The council conducted an internal review and made the following recommendations:

- an apology to the complainant and family;
- guidelines for carers regarding meeting up at the start of a shift to be extended to agency workers as well as council staff;
- rotas to be checked by two team leaders each week to ensure they are accurately transferred into the rota diary;
- all managers and staff to be as honest as possible with customers when mistakes are made;
- team leaders on call or care staff on duty to have access to customer contact details in the event of delays to planned calls; and
- written guidance to be issued about seeking medical advice if medication is not administered at the appropriate time for example doses of medications which may react with each other if too close together or too far apart.

The council also agreed to schedule a review to make sure the changes were being complied with and paid the complainant £250 for their time and trouble in pursuing the complaint.

In another settled case about housing repairs the council delayed for ten weeks in completing repairs to the heating and hot water system causing inconvenience to the complainant. The council agreed to pay the complainant £200 compensation.

In the fourth settled case about anti-social behaviour and excessive noise from a neighbour, the

council had delayed for three months in acting on the complaints. During this period it could have carried out an investigation and referred the case to the Environmental Protection Unit who would then have been able to take enforcement action at an earlier stage. The complainant and their family suffered disturbance and difficulty at an especially critical time for the family, as they had a new-born baby. The council apologised and paid £300 compensation.

I am grateful to the council for its help in settling these complaints.

### **Liaison with the Local Government Ombudsman**

We made formal enquiries on eight complaints in 2009/10. In the annual review for 2008/09 my predecessor commented that at 35.3 days the council's average response times was still significantly outside our target time of 28 days. I am concerned to report that this has worsened significantly to 47.6 days. The problem this year has been exacerbated by the time taken to respond to two complaints about adult care services. In one the council took 140 days to respond and in the other 63 days. These figures are clearly unacceptable and I hope the council will take immediate steps to improve its performance in this area. If I discount these figures the average is brought down to 29.7 days only marginally outside our target time and I note there has been a particular improvement in the response time to planning and building control complaints (17.5 days) for which I am grateful.

### **Training in complaint handling**

I would like to take this opportunity to remind the council that 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. All courses are presented by experienced investigators. They give participants the opportunity to practise the skills needed to deal with complaints positively and efficiently. We can also provide customised courses to help authorities to deal with particular issues and occasional open courses for individuals from different authorities.

I have enclosed some information on the full range of courses available together with contact details for enquiries and bookings.

### **Conclusions**

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 authority's services.

**Dr Jane Martin  
Local Government Ombudsman  
The Oaks No 2  
Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB**

**June 2010**

## Section 2: LGO developments

### Introduction

This annual review also provides an opportunity to bring councils up to date on developments in the LGO and to seek feedback.

### New schools complaints service launched

In April 2010 we launched the first pilot phase of a complaints service extending our jurisdiction to consider parent and pupil complaints about state schools in four local authority areas. This power was introduced by the Apprenticeships, Skills, Children and Learning Act 2009.

The first phase involves schools in Barking and Dagenham, Cambridgeshire, Medway and Sefton. The Secretary of State no longer considers complaints about schools in these areas. In September the schools in a further 10 local authority areas are set to join the pilot phase.

We are working closely with colleagues in the pilot areas and their schools, including providing training and information sessions, to shape the design and delivery of the new service. It is intended that by September 2011 our jurisdiction will cover all state schools in England.

A new team in each office now deals with all complaints about children's services and education on behalf of the Ombudsman. Arrangements for cooperation with Ofsted on related work areas have been agreed.

For further information see the new schools pages on our website at [www.lgo.org.uk/schools/](http://www.lgo.org.uk/schools/)

### Adult social care: new powers from October

The Health Act 2009 extended the Ombudsmen's powers to investigate complaints about privately arranged and funded adult social care. These powers come into effect from 1 October 2010 (or when the Care Quality Commission has re-registered all adult care providers undertaking regulated activity). Provision of care that is arranged by an individual and funded from direct payments comes within this new jurisdiction.

Each Ombudsman has set up a team to deal with all adult social care complaints on their behalf. We expect that many complaints from people who have arranged and funded their care will involve the actions of both the local authority and the care provider. We are developing information-sharing agreements with the Care Quality Commission and with councils in their roles as adult safeguarding leads and service commissioners.

### Council first

We introduced our Council first procedure in April last year. With some exceptions, we require complainants to go through all stages of a council's own complaints procedure before we will consider the complaint. It aims to build on the improved handling of complaints by councils.

We are going to research the views of people whose complaints have been referred to councils as premature. We are also still keen to hear from councils about how the procedure is working, particularly on the exception categories. Details of the categories of complaint that are normally treated as exceptions are on our website at [www.lgo.org.uk/guide-for-advisers/council-response](http://www.lgo.org.uk/guide-for-advisers/council-response)

### **Training in complaint handling**

Demand for our training in complaint handling has remained high, with 118 courses delivered over the year to 53 different authorities. Our core Effective Complaint Handling course is still the most popular – we ran some of these as open courses for groups of staff from different authorities. These are designed to assist those authorities that wish to train small numbers of staff and give them an opportunity to share ideas and experience with other authorities.

The new Effective Complaint Handling in Adult Social Care course, driven by the introduction of the new statutory complaints arrangements in health and adult social care in April 2009, was also popular. It accounted for just over a third of bookings.

Over the next year we intend to carry out a thorough review of local authority training needs to ensure that the programme continues to deliver learning outcomes that improve complaint handling by councils.

### **Statements of reasons**

Last year we consulted councils on our broad proposals for introducing statements of reasons on the individual decisions of an Ombudsman following the investigation of a complaint. We received very supportive and constructive feedback on the proposals, which aim to provide greater transparency and increase understanding of our work. Since then we have been carrying out more detailed work, including our new powers. We intend to introduce the new arrangements in the near future.

### **Delivering public value**

We hope this information gives you an insight into the major changes happening within the LGO, many of which will have a direct impact on your authority. We will keep you up to date through LGO Link as each development progresses, but if there is anything you wish to discuss in the meantime please let me know.

Mindful of the current economic climate, financial stringencies and our public accountability, we are determined to continue to increase the efficiency, cost-effectiveness and public value of our work.

**Dr Jane Martin**  
**Local Government Ombudsman**  
**The Oaks No 2**  
**Westwood Way**  
**Westwood Business Park**  
**Coventry**  
**CV4 8JB**

**June 2010**

## Appendix 1: Notes to assist interpretation of the statistics 2009/10

### 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.

### 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 2009/10 will already have been in hand at the beginning of the year, and some forwarded to the Investigative Team during 2009/10 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.

**Omb disc:** decisions by letter discontinuing an investigation in which we have exercised the LGO's general discretion not to pursue the complaint. This can be for a variety of reasons, but the most common is that we have found no or insufficient injustice to warrant pursuing the matter further.

**Outside jurisdiction:** these are cases which were outside the LGO's jurisdiction.

### **Table 3. Response times**

These figures record the average time the council takes to respond to our first enquiries on a complaint. We measure this in calendar days from the date we send our letter/fax/email to the date that we receive a substantive response from the council. The council's figures may differ somewhat, since they are likely to be recorded from the date the council receives our letter until the despatch of its response.–

### **Table 4. Average local authority response times 2009/10**

This table gives comparative figures for average response times by authorities in England, by type of authority, within three time bands.

**LGO Advice Team**

Enquiries and complaints received	Adult care services	Children and family services	Housing	Benefits	Public Finance inc. Local Taxation	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	2	1	1	0	1	0	0	1	6
Advice given	0	0	3	0	0	0	0	3	6
Forwarded to investigative team (resubmitted premature)	2	0	0	0	0	2	1	2	7
Forwarded to investigative team (new)	8	1	5	1	0	1	3	4	23
<b>Total</b>	12	2	9	1	1	3	4	10	42

**Investigative Team**

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	1	4	0	0	13	3	4	25

**Average local authority resp times 01/04/2009 to 31/03/2010**

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2009 / 31/03/2010	8	47.6
2008 / 2009	20	35.3
2007 / 2008	20	35.3

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	61	22	17
Unitary Authorities	68	26	6
Metropolitan Authorities	70	22	8
County Councils	58	32	10
London Boroughs	52	36	12
National Parks Authorities	60	20	20

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### Number & Type of Complaints Received By CYC Since 1 January 2010

	FOI Requests	Complaints			Ombudsman	Councillor Enq's	MPs Enq's	Feedback / Enquiries
		Stages						
		1	2	3				
<b>Jan 2010 to 31 Mar 2010 - Totals</b>	195	4211	8	4	16	355	43	1451
Chief Execs	21	3878			11		5	
City Strategy	12	2	0	0	1	127		147
Neighbourhood Services	24	273	0	0	0	159		1211
HASS	52	50	7	4	4	68	37	78
LCCS	30	5	1	0		1	1	1
Resources	35	3						14
Veritau (including cross - directorate)	21							
<b>1 Apr 2010 to 31 Oct 2010 - Totals</b>	430	700	30	14	31	4387	29	6484
Adults, Children and Education	143	91	25	11	10	130	19	251
Chief Execs	32	90			16		10	
City Strategy	42	0	5	1	4	1229		86
Communities and Neighbourhoods	80	513	0	2	1	3026		6119
Customer & Business Support Services	91	6				2		28
Veritau (including cross - directorate)	42							
<b>Totals inc directorate changes - 1 Jan to Oct 2010</b>	625	4911	38	18	47	4742	72	7935

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### Can someone help me make a complaint?

Your local councillor or the Citizens' Advice Bureau can help you.

You may wish to ask for help at any stage from friends or relatives; your local councillor or MP may also be able to help. The Citizens' Advice Bureau has staff who can help you make your complaint.

The York Citizens' Advice Bureau is at 3, Blossom Street, York.  
Tel: 01904 636066

### Can I have my complaint assessed by an independent body?

You can complain to the Ombudsman if you are still dissatisfied.

The Local Government Ombudsman, an independent organisation, will investigate complaints about the council. But they will only do this after the council has had the opportunity to put things right.

**Ring 01904 551550 if you're unsure who you should contact about your complaint.**



### You can contact one of the following people should you need to make a Stage 3 complaint.

#### Chief Executive's

The Directorate Feedback Co-ordinator  
The Guildhall  
York, YO1 9QN  
Tel: 01904 551550

#### City Strategy

The Directorate Feedback Co-ordinator  
9 St Leonards Place  
York, YO1 7ET  
Tel: 01904 551550

#### Housing & Adults Social Services

The Directorate Feedback Co-ordinator  
PO Box 404, 10/12 George Hudson Street  
York, YO1 6ZE  
Tel: 01904 551550 ext 4080

#### Learning, Culture and Children's Services

The Directorate Feedback Co-ordinator  
Mill House, North Street  
York, YO1 6JD  
Tel: 01904 551550

#### Neighbourhood Services

The Directorate Feedback Co-ordinator  
Eco Depot, Hazel Court  
James Street, York, YO1 3DS  
Tel: 01904 551550

#### Resources

The Directorate Feedback Co-ordinator  
City Finance Centre  
PO Box 3, Library Square  
York, YO1 7DU  
Tel: 01904 551550

#### Chief Executive

Bill McCarthy  
The Guild Hall, York YO1 9QN  
Tel. 01904 551550  
e-mail cex.dept@york.gov.uk

MINICOM users can contact the Council using  
Typetalk on 81001/01904 553562

### If your complaint has not been sorted out to your satisfaction at Stage 3, you can complain to:

The Local Government Ombudsman  
PO BOX 4771, Coventry, CV4 0EH  
Tel: 0845 602 1983 or 024 76821960  
Fax: 024 7682 0001  
Text: "CALL BACK" to 0762 4804323

If you would like to make comments about the system for handling complaints, please contact the Customer Relations Improvements Officer  
Tel: 01904 553421

This leaflet is also available on audio cassette and in large print, if required. Please contact the Council if you would like a copy.

This information can be provided in your own language.  
我們也用您的語言提供這個信息。(Cantonese)  
এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)  
Ta informacja może być dostarczona w twoim (Polish)  
własnym języku.  
Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)  
یہ معلومات آپ کی اپنی زبان (پہلی) میں بھی مہیا کی جا سکتی ہیں۔ (Urdu)  
☎ 01904 551550

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## A PROBLEM SHARED

a guide for customers



## Our Commitment

We are determined to make the service we provide for you as efficient and effective as possible.

If, however, you should have any problems with council services we have a procedure for handling complaints as swiftly and courteously as possible. The procedure is designed to make it easy for you to complain and get things put right quickly. And it helps us to prevent the problems happening again.

We will treat as a complaint any expression of dissatisfaction, however it is made, from a member of the public about the level or nature of a council service or policy, or the way in which the council's staff carry out their duties.

This leaflet explains how you can make a complaint and what you can expect from us if you do complain.

All complaints will be treated fairly and be given equal importance.

## So how do I complain?

### STAGE 1 Speak or write to the staff running the service.

Your complaint may be resolved by talking to the council staff member directly responsible for the service concerned. You can find out this person's name by asking at one of the council's receptions, by ringing the council on 01904 551550 or by writing to us.

The person you contact with your complaint will do all that they can to sort out your problem. They will tell you their name and what they will do. If a written response is needed you can expect it within ten working days.

A response to your complaint will be made within that time even if the problem is a complicated one that will take longer than ten days to sort out. If this happens we will tell you when a full reply will be given.

### What if I'm still not happy?

#### STAGE 2 Tell the manager of the service about your complaint.

If you are not satisfied with what has been done, or if the problem continues despite the action taken, you should contact the manager of the service concerned.

The manager will record details of your complaint and check with you that these are correct. If you prefer, you can put the complaint in writing. The manager will examine the complaint and review the action taken so far.

You can expect a full response and for the problem to be sorted out within ten working days. If the problem will take longer than this to resolve, you will still receive notification of a date when you will have a full reply.

## What should I do if this still does not resolve my problem?

### STAGE 3 Put your complaint to the Director of the service.

It may be that we have not acted in the way we told you we would, or you are unhappy with the result of the action taken.

If so, you can put your complaint to the Director of the service concerned, or to the manager who ensures that all complaints within that department are handled properly. See the back of this leaflet for details of Stage 3 contacts.

If he or she is unable to find a solution, the matter will be referred to the Chief Executive, who will decide what needs to be done. Again, you can expect a response within ten working days.

### What if my concerns are about a school or social care service?

Discuss your concerns with the staff at the school or social care centre.

There are special procedures, laid down by law, for dealing with complaints about:

- ▶ social care services for adults and children
- ▶ how schools teach the national curriculum
- ▶ how schools provide religious education and worship

When handling these complaints, the law requires we follow the special rules and timescales set by central Government.

Any concerns you have, however, are best discussed first with the staff running the service - whether at the school or the facility providing the social care service.

## Annex D

In most cases, they will be able to put matters right. If you are still unhappy with what has been done, you will be given advice on how to pursue the complaint.

Information on these procedures is available from the following:

For Social Care Services:

- ▶ The Complaints Manager, Social Care Services, PO Box 402, George Hudson Street, York, YO1 6ZE Telephone 01904 551550 ext 4080
- Leaflets explaining the different procedures for adult's and children's services are available from this office

For schools:

- ▶ The headteacher at the school, or from the Education Officer (Access) PO Box 404, George Hudson Street, York YO1 6ZE Telephone 01904 551550 ext 4246

### Do I have to give my name?

We will deal with all complaints in the way described above, as long as we have enough information to enable us to investigate them fully.

We will only ask you for the details that will enable us to look into the matter properly. That means we will only ask for your name or address if this is really needed. Any details you give us will be kept confidential.

Where we don't need your name, you can ring us back and we will let you know what action we've taken.

## A problem shared