



Report of:	Meeting	Date	Item No.
Councillor Peter Gibson, Leader of the Council, and Philippa Davies Corporate Director of Resources	Cabinet	14 September 2011	7

Local Government Ombudsman Annual Review 2010/11

1. Purpose of Report

- 1.1 To consider the Annual Review report from the Local Government Ombudsman (LGO) for 2010/11.

2. Outcomes

- 2.1 Help the Council learn from the outcome of complaints made to the LGO and underpin effective working relations between it and the LGO's office.
- 2.2 Provide complaint based information which we will find useful in assessing and reviewing our performance and improving our services and be a useful addition to other information the authority holds on how people experience or perceive our services.

3. Recommendation

- 3.1 That Cabinet notes the comments made by the Ombudsman in the Annual Review Report.

4. Background

- 4.1 This annual review provides a summary of the complaints received about the Authority that the LGO's office has dealt with over the past year and comments on the Authority's performance and complaint-handling arrangements.
- 4.2 The LGO have published the review report on its website and share it with the Audit Commission as they did last year.

5. Key Issues and Proposals

5.1 Enquiries and Complaints Received

During the year the Advice Team received a total of 19 enquiries and complaints about the Council in the 12 months up to 31 March 2011 six of which were complaints for the LGO's office to consider.

5.2 Complaint Outcomes

The LGO made decisions on 6 complaints during the year. Of these three were found to be outside jurisdiction and in two cases discretion was exercised not to pursue the complaints further. In 1 case there was no evidence of maladministration.

Local Settlements:-

A 'local settlement' is a complaint that is resolved by the Council taking, or agreeing to take, action which the LGO considers is a satisfactory response to the complaint so that the investigation can be discontinued. Of the decisions on complaints about Wyre, decided in 2010/11 none were settled in this way.

5.3 Liaison with the Local Government Ombudsman

The LGO's office made two enquiries of the Council during the year. The average time taken to respond was 11.5 days against a target of 28 days. This is a decrease on 2009/10 (14 days), and 2008/09 (21.9 days). Although there have been a very small number of enquiries made, the Council was well within the target response time.

The very small number of complaints against the Council that the LGO saw does not enable her to arrive at generalised conclusions about the way the Council deals with complaints from members of the public. That said, she has not seen anything to cause her concern.

IMPLICATIONS	
Finance	None arising directly from the report.
Legal	None arising directly from the report.
Community Safety	None arising directly from the report.
Equality and Diversity	None arising directly from the report.
Sustainability	None arising directly from the report.
Health and Safety	None arising directly from the report.
Risk Management	None arising directly from the report.
Asset Management	None arising directly from the report.
Climate Change	None arising directly from the report.

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List of Background Papers:		
Name of Document	Date	Where available for inspection
LGO Annual Review 2010/11	24/06/11	www.wyre.gov.uk

LIST OF APPENDICES

Appendix A Local Authority Report of Complaints – Wyre BC for the period ending 31/03/11

arm/ex/cab/cr/11/1409jp1

For information on interpretation of statistics click on this link to go to www.lgo.org.uk/CouncilsPerformance

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	0	1	0	0	4	0	0	0	1	6
Advice given	0	1	0	0	0	0	0	3	3	7
Forwarded in investigative team (resubmitted)	0	0	0	0	1	1	0	0	1	3
Forwarded to investigative team (new)	0	0	1	0	0	1	0	0	1	3
Total	0	2	1	0	5	2	0	3	6	19

Investigative Team

Decisions	Reports: maladministration and injustice	Local settlements (no report)	Reports: Maladministration no injustice	Reports: no Maladministration	No Maladministration (no report)	Ombudsman's discretion (no report)	Outside jurisdiction	Total
2010 / 2011	0	0	0	0	1	2	3	6

No adult social care decisions were made in the period

Response times	First enquiries	
	No of first Enquiries	Avg no of days to respond
01/04/2010 / 31/03/2011	2	11.5
2009 / 2010	2	14.0
2008 / 2009	7	21.9

Provisional comparative response times 01/04/2010 to 31/03/2011

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
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