

**The Local Government Ombudsman's  
Annual Review  
Horsham District Council  
for the year ended  
31 March 2009**

**The Local Government Ombudsman (LGO) provides a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, the Ombudsmen aim to get it put right by recommending a suitable remedy. The LGO also uses the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual reviews.**

# Contents of Annual Review

<b>Section 1: Complaints about Horsham District Council 2008/09</b> .....	<b>3</b>
Introduction .....	3
Enquiries and complaints received .....	3
Complaint outcomes .....	3
Liaison with the Local Government Ombudsman .....	4
Training in complaint handling .....	4
Conclusions .....	5
<b>Section 2: LGO developments</b> .....	<b>6</b>
Introduction .....	6
Council First .....	6
Statement of reasons: consultation .....	6
Making Experiences Count (MEC) .....	6
Training in complaint handling .....	6
Adult Social Care Self-funding .....	7
Internal schools management .....	7
Further developments .....	7
<b>Appendix 1: Notes to assist interpretation of the statistics 2008/09</b> .....	<b>8</b>
<b>Appendix 2: Local authority report 2008/09</b>	

# Section 1: Complaints about Horsham District Council 2008/09

## Introduction

This annual review provides a summary of the complaints we have dealt with about Horsham District 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 2008/09 and a note to help the interpretation of the statistics.

## Changes to our way of working and statistics

A change in the way we operate means that the statistics about complaints received in 2008/09 are not directly comparable with those from 2007/08. Since 1 April 2008 the new LGO Advice Team has been the single point of contact for all enquiries and new complaints. The number of calls to our service has increased significantly since then. It handles more than 3,000 calls a month, together with written and emailed complaints. Our advisers now provide comprehensive information and advice to callers at the outset with a full explanation of the process and possible outcomes. It enables callers to make a more informed decision about whether putting their complaint to us is an appropriate course of action. Some decide to pursue their complaint direct with the council first.

It means that direct comparisons with some of the previous year's statistics are difficult and could be misleading. So this annual review focuses mainly on the 2008/09 statistics without drawing those comparisons.

## Enquiries and complaints received

A total of 19 enquiries and complaints were received about your Council in 2008/09. Planning and building control generated most contacts; nine in total, of which five were passed for investigation. Three of these concerned enforcement and the other two were about planning applications. Seven other complaints were forwarded to the investigative team, including complaints about housing benefit, private housing grants, environmental health, land and demolition of a wall and a restriction on the complainant contacting the Council.

## Complaint outcomes

### Local settlements

A 'local settlement' is a complaint where, during the course of our investigation, the Council has agreed to take some action which we consider is a satisfactory response to the complaint. This can include such things as reconsideration of a decision, repairs carried out, policies reviewed, benefit paid, an apology or other action. In addition I may ask the Council to pay compensation. This year I agreed three local settlements with your Council and asked you to pay a total of over £200.

One of the settlements involved council tax. The complainant made a cash payment of £45 to a bank in payment of their council tax. The payment had no reference number on it and the Council was unable to allocate it to the correct council tax account. The payment was placed in a suspense account. The complainant wrote to the Council on several occasions to say that his council tax was wrong but did not send the cash receipt and did not specify exactly what was wrong - they just said the account was incorrect. The Council agreed to pay £45 to the council tax account and send an apology. I did not suggest any compensation as I considered the complainant could have provided more information when they initially contacted the Council.

The second settlement concerned delay in dealing with a disabled facilities grant. The Council approved the grant and paid a sum to cover works the complainant had done on an emergency basis.

The final local settlement concerned a complainant who was unhappy that the Council had renewed a previous ban on them contacting the Council. This was a customer who had been in contact with various council officers over many years. However, as the Council could provide no evidence of unreasonable behaviour over the past year it agreed to lift the ban, though with monitoring of their contact with the Council.

### **Ombudsman's discretion**

Sometimes though the Council may be at fault I use my discretion not to pursue the investigation; often because any fault did not result in any injustice to the complainant. But there still may be lessons for the Council to draw from such cases.

This year I closed five cases using my discretion. In one of them, a complaint about someone running a business from their home, I did not feel there was sufficient injustice to warrant a settlement but you agreed to ask officers to make more detailed planning enforcement attendance notes.

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

The average time taken by the Council to reply to our written enquiries was 24.5 days, which is within the target of 28 days and continues the improvement over the last three years. It is an example of the good working relationship with my office. However, in last year's annual letter I noted that the Council's attitude could sometimes be defensive, with a reluctance to admit fault. There was some evidence of this again this year, with a reluctance to agree one of the settlements. In another case, although the Council agreed to settle, if it had been more forthcoming the settlement might have been agreed several months earlier. Against this, I have seen an indication more recently of a real desire to adopt a more positive approach, which is a welcome development.

Following my comments in last year's annual letter, I am grateful that the Council has been sending my office copies of its complaints monitoring reports. The reports seem to me to be a good example of how outcomes and learning points from complaints can be disseminated to members and the wider public. They also confirm that most complaints are resolved by the Council with only a small proportion coming to my office.

### **Training in complaint handling**

In previous years we have provided training in effective complaint handling to staff from your authority. We have extended the range of courses we provide and 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 Council's services.

**Tony Redmond  
Local Government Ombudsman  
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Millbank  
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**June 2009**

## Section 2: LGO developments

### Introduction

This annual review also provides an opportunity to bring councils up to date on developments – current and proposed – in the LGO and to seek feedback. It includes our proposal to introduce a 'statement of reasons' for Ombudsmen decisions.

### Council First

From 1 April 2009, the LGO has considered complaints only where the council's own complaints procedure has been completed. Local authorities have been informed of these new arrangements, including some notable exceptions. We will carefully monitor the impact of this change during the course of the year.

### Statement of reasons: consultation

The Local Government and Public Involvement in Health Act 2007 made provision for the LGO to publish statements of reasons relating to the individual decisions of an Ombudsman following the investigation of a complaint. The Ombudsmen are now consulting local government on their proposal to use statements of reasons. The proposal is that these will comprise a short summary (about one page of A4) of the complaint, the investigation, the findings and the recommended remedy. The statement, naming the council but not the complainant, would usually be published on our website.

We plan to consult local authorities on the detail of these statements with a view to implementing them from October 2009.

### Making Experiences Count (MEC)

The new formal, one stage complaint handling arrangement for adult social care was also introduced from 1 April 2009. The LGO is looking to ensure that this formal stage is observed by complainants before the Ombudsmen will consider any such complaint, although some may be treated as exceptions under the Council First approach. The LGO also recognises that during the transition from the existing scheme to the new scheme there is going to be a mixed approach to considering complaints as some may have originated before 1 April 2009. The LGO will endeavour to provide support, as necessary, through dedicated events for complaints-handling staff in adult social care departments.

### Training in complaint handling

Effective Complaint Handling in Adult Social Care is the latest addition to our range of training courses for local authority staff. This adds to the generic Good Complaint Handling (identifying and processing complaints) and Effective Complaint Handling (investigation and resolution), and courses for social care staff at both of these levels. Demand for our training in complaint handling remains high. A total of 129 courses were delivered in 2008/09. Feedback from participants shows that they find it stimulating, challenging and beneficial in their work in dealing with complaints.

### **Adult Social Care Self-funding**

The Health Bill 2009 proposes for the LGO to extend its jurisdiction to cover an independent complaints-handling role in respect of self-funded adult social care. The new service will commence in 2010.

### **Internal schools management**

The Apprenticeship, Skills, Children and Learning Bill (ASCL) 2009 proposes making the LGO the host for a new independent complaints-handling function for schools. In essence, we would consider the complaint after the governing body of the school had considered it. Subject to legislation, the new service would be introduced, in pilot form, probably in September 2010.

### **Further developments**

I 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 local 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.

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**June 2009**

# Appendix 1: Notes to assist interpretation of the statistics 2008/09

## Introduction

This year, the annual review only shows 2008/09 figures for enquiries and complaints received, and for decisions taken. This is because the change in the way we operate (explained in the introduction to the review) means that these statistics are not directly comparable with statistics from previous years.

### 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.

**Formal/informal prematures:** 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 usually refer it back to the council as a 'premature complaint' to see if the council can itself resolve the matter. These are 'formal premature complaints'. We now also include 'informal' premature complaints here, where advice is given to the complainant making an enquiry that their complaint is premature. The total of premature complaints shown in this line *does not include* the number of resubmitted premature complaints (see below).

**Advice given:** These are enquiries where the LGO Advice Team has given advice on why the Ombudsman would not be able to consider the complaint, other than the complaint being premature. For example, the complaint may clearly be outside the Ombudsman's jurisdiction. It also includes cases where the complainant has not given enough information for clear advice to be given, but they have, in any case, decided not to pursue the complaint.

**Forwarded to the investigative team (resubmitted prematures):** These are cases where there was either a formal premature decision, or the complainant was given informal advice that their case was premature, and the complainant has resubmitted their complaint to the Ombudsman after it has been put to the council. *These figures need to be added to the numbers for formal/informal premature complaints (see above) to get the full total number of premature complaints. They also needed to be added to the 'forwarded to the investigative team (new)' to get the total number of forwarded complaints.*

**Forwarded to the investigative team (new):** These are the complaints that have been forwarded from the LGO Advice Team to the Investigative Team for further consideration. The figures may include some complaints that the Investigative Team has received but where we have not yet contacted 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 2008/09 will already have been in hand at the beginning of the year, and some forwarded to the Investigative Team during 2008/09 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 Ombudsman 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 Ombudsman'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 Ombudsman'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 2008/09

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