

Appendix 1

Local Government Ombudsman (LGO) Annual Review performance report

Central Complaints Team

Following the publication of the LGO Annual Review Letter 2016 this report provides a summary of performance from 1 April 2015 to 31 March 2016 highlighting specific cases.

Related documents

Local Government Ombudsman Annual Review letter 2016 dated 21 July 2016.
Review of Local Government complaints 2015-16, July 2016

1.0 KEY FACTS

A total of 21 out of the 100 cases received by the LGO underwent detailed investigation. Of the 21 cases investigated 10 were upheld by the LGO which is an upheld rate of 48%.

Table 1: Services and Decisions

Adult Social Care - Total 3

Summary of complaint	Compensation amount	Compensation reason
Investigation conducted by the council regarding an incident in 2013. The investigation was not done in a timely manner and resulted in time, trouble and distress.	£200.00 Suitable local resolution no further remedy from LGO	Time and Trouble
The council failed to consider the families concerns regarding the suspension of the direct payments. Maladministration No injustice	Direct payments resumed Suitable local resolution no further remedy from LGO	
Delay in 2014 assessment of care and withholding personal care budget. Maladministration No injustice	Monies held by the council paid no injustice caused by the fault Suitable local resolution no further remedy from LGO	

Housing - Total 4

Summary of complaint	Compensation amount	Compensation reason
Delay in deciding on homelessness application. Delay in referral to Children in Need service. Maladministration and injustice	£500.00 Suitable local resolution no further remedy from LGO	Failure to forward a safeguarding referral
The council's response to suggestion to pay compensation after it served a Prohibition Order on the complainant's home. Maladministration and injustice	£400.00	Uncertainty time and trouble
Council perusal of Breach of Lease while seeking to impose conditions on the sale of freehold. Maladministration and injustice	Legal costs refunded Suitable local resolution no further remedy from LGO	
Error in a letter informing complainant of outcome of the medical priority for housing and delays in responding to complainants emails. Maladministration and injustice	£50.00	Time and Trouble

Planning and development - Total 1

Summary of complaint	Compensation amount	Compensation reason
Incorrect advice given on an application for changes to an extension. Maladministration and injustice	£750.00 Suitable local resolution no further remedy from LGO	Recognition of in justice

Benefits and Tax service Total - 1

Summary of complaint	Compensation amount	Compensation reason
Council tax arrears; failure to record discussions; note follow-up discussions/ Letter sent caused confusion and stress. Maladministration and injustice	£250.00	Time and Trouble

*Corporate Total - 1

Summary of complaint	Compensation amount	Compensation reason
Inclusion on the councils vexatious register renewal and notification of vexatious status. Maladministration and injustice	Review length of time on register, review policy and signposting Suitable local resolution no further remedy from LGO	

2.0 COMPARISON TO PREVIOUS YEAR

There was an overall increase in complaints and enquiries received for 2015/16 however we saw a reported decrease in Adult Social Care complaints from 19 to 13, Benefit and Tax from 14 to 9 and Environment Service, Public Protection & Regulation from 10 to 6.

Highways and transport complaints increased from 11 to 14.

The number of complaints that underwent detailed investigation increased along with the number upheld.

	Complaints received	Complaints investigated	Complaints upheld	Upheld rate
2014/2015	111	16	7	43%
2015/2016	100	21	10	48%

Borough comparisons

2015/16	Complaints Received	Complaints investigated	Complaints upheld	Upheld rate
Camden	139	29	12	41%
Hackney	118	23	12	52%
Haringey	214	46	32	70%
Islington	100	21	10	48%

3.0 FINANCIAL IMPACT

A total of **£2150** has been paid in compensation to complainants of which £900 was attributed to Time and Trouble and the highest payment of £750 was paid for recognition of injustice.

In addition to compensation payments £350 would have been charged to each department for the investigation at Chief Executive (CE) stage of the complaint, making a total **£3150** recharge *(excluding Corporate complaint).

4.0 LGO HEADLINE MESSAGE

- We received 19,702 complaints and enquiries, which is a similar level to the previous year.
- We upheld 51% of detailed investigations, which has increased from 46% the previous year.
- The area most complained about is education and children's services.
- We also saw the biggest increase in percentage terms (13%) in complaints and enquiries about education and children's services.

5.0 SUMMARY

The council has not seen a significant change in the number of complaints on the previous year however there has been a 5% increase in our upheld rate.

We have not seen any identifiable trends and departments continue to monitor complaint types and in most cases take suitable action to remedy any injustice caused when at fault.

Of the 10 cases that underwent investigation the LGO agreed that the council took suitable action to remedy the fault of 7 cases and no further remedies were recommended. This shows that at a local level the council is using effective solutions to resolve complaints; however complainants are still choosing to escalate to Ombudsman level. Of the remaining 3, actions/remedies were recommended by the LGO for the fault and the council has complied.

Karen McKenzie

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