

Local Government Ombudsman provisional statistics 2011/12

The deadline for queries on these figures is

Friday 11 May 2012

Your contact for queries is:

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List of enclosures:

- **Notes to aid interpretation of figures.**
- **Provisional Local authority report** – the final version of this will form part of the Annual Review to your Authority in June.
- **Complaints forwarded** – printout of new complaints forwarded to our investigative team in the year 2011/12, broken down by service area (*see note 1 attached*).
- **Decisions** – printout of complaints on which the LGO made decisions in the year 2011/12, broken down by type of decision (*see note 2 attached*).
- **Response times** – printout of complaints on which we made enquiries to your Authority during 2011/12, showing response times (*see note 3 attached*).

Notes to assist interpretation of the statistics 2011/12

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.

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.

Premature complaints: The LGO does not normally consider a complaint unless a council has first had a reasonable 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 advise the enquirer.

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

Table 2. Investigative Team: Decisions

The number of decisions made by the LGO Investigative Team, by outcome. **This number will not be the same as the number of complaints forwarded from the LGO Advice Team** because some complaints decided in 2011/12 will have been received the previous year, and some forwarded to the Investigative Team during 2011/12 will still be in hand at the end of the year. The outcomes mean:

Not investigated: where the LGO has decided not to investigate for one of the following reasons:

No power to investigate: complaints that the law does not allow the LGO to investigate.

No reason to use exceptional power to investigate: complaints that the law says the LGOs should generally not investigate but gives an exceptional power to do so.

Investigation not justified & Other: complaints where we have used the LGO's general power and not pursued the complaint. This can be for a variety of reasons, including that the injustice claimed does not warrant the public expense of the LGO's involvement or that another organisation could deal with the matter better.

Investigated: where the LGO has discontinued an investigation for one of the following reasons:

Not enough evidence of fault: decisions where the LGO found insufficient evidence that the council was at fault.

Injustice remedied during enquiries: decisions where the council remedied or agreed to remedy any injustice to the LGO's satisfaction during the investigation.

No or minor injustice & Other: decisions where we have used the LGO's general power to discontinue the investigation. This can be for a variety of reasons, but the most common is that any injustice caused does not justify the public expense of pursuing the matter further.

Report issued: where the LGO has issued a report on a completed investigation. These are generally published in the *Complaint outcomes* section of our website, www.lgo.org.uk.

In all the cases except one that resulted in a report in 2011/12, the LGO issued found fault, and all except two of those found that this fault caused injustice.

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, since they are likely to be recorded from the date the council receives our letter until the despatch of its response.

Local authority report - West Devon BC

LGO advice team

for the period - 01/04/2011 to 31/03/2012

| Enquiries and complaints received | Benefits & Tax | Environmental Services & Public Protection & Regulation | Planning & Development | Total |
|---------------------------------------|----------------|---|------------------------|-------|
| Forwarded to Investigative team (new) | 1 | 1 | 1 | 3 |
| Total | 1 | 1 | 1 | 3 |

Investigative team - Decisions

| No power to investigate | Not investigated | | | Investigated | | | Report | Total |
|-------------------------|---|-------------------------------------|------------------------------|-------------------------------|-------------------------------------|---|--------|-------|
| | No reason to use exceptional power to investigate | Investigation not justified & Other | Not enough evidence of fault | No or minor injustice & Other | Injustice remedied during enquiries | | | |
| 0 | 0 | 0 | 3 | 4 | 1 | 0 | 8 | |

| Response times to first enquiries | No of first enquiries | | Avg no of days to respond |
|-----------------------------------|-----------------------|--|---------------------------|
| | | | |
| | 2 | | 31.0 |

Complaints forwarded by main subject area 01/04/2011 to 31/03/2012 : West Devon BC

| Case ID | Date recvd by LGO | Date forwarded to Teams | Surname | Decision Date | Detailed Category |
|---------|-------------------|-------------------------|---------|---------------|-------------------|
|---------|-------------------|-------------------------|---------|---------------|-------------------|

Benefits & Tax

| | | | | | |
|----------------------|------------|------------|-----------|------------|-------------|
| 11002120 | 10/05/2011 | 18/05/2011 | Whitbread | 26/07/2011 | Council tax |
| Group total:1 | | | | | |

Environmental Services & Public Protection & Regulation

| | | | | | |
|----------------------|------------|------------|---------|------------|--------------------|
| 11005633 | 04/07/2011 | 06/07/2011 | Cudmore | 19/08/2011 | Refuse & recycling |
| Group total:1 | | | | | |

Planning & Development

| | | | | | |
|----------------------|------------|------------|------|------------|----------------------------------|
| 11012327 | 04/10/2011 | 07/10/2011 | Wate | 23/02/2012 | Householder planning application |
| Group total:1 | | | | | |

Grand total: 3

Decisions 01/04/2011 to 31/03/2012 : West Devon BC

| Case ID | Date recvd by LGO to Teams | Date forwarded to Teams | Surname | Decision Date | Detailed Category |
|---------|----------------------------------|-------------------------------|---------|---------------|-------------------|
|---------|----------------------------------|-------------------------------|---------|---------------|-------------------|

Not enough evidence of fault

| | | | | | | | |
|----------|------------|------------|-----------|------------|---|----------------------------------|------------------------------|
| 11002120 | 10/05/2011 | 18/05/2011 | Whitbread | 26/07/2011 | Benefits & Tax | Council tax | Insufficient evidence of mal |
| 11005633 | 04/07/2011 | 06/07/2011 | Cudmore | 19/08/2011 | Environmental Services & Public Protection & Regulation | Refuse & recycling | Insufficient evidence of mal |
| 11012327 | 04/10/2011 | 07/10/2011 | Wate | 23/02/2012 | Planning & Development | Householder planning application | Insufficient evidence of mal |

Group total:3

No or minor injustice & Other

| | | | | | | | |
|----------|------------|------------|---------|------------|---|-----------------------|--|
| 10022065 | 24/03/2011 | 24/03/2011 | Dower | 28/06/2011 | Corporate & Other Services | Land | OD no or insufficient inj to investigate |
| 10009204 | 21/12/2010 | 21/12/2010 | Day | 01/04/2011 | Environmental Services & Public Protection & Regulation | Environmental health | no or insufficient evidence of mal/service failure |
| 10009087 | 02/11/2010 | 02/11/2010 | Stowell | 25/05/2011 | Planning & Development | Planning applications | OD no or insufficient inj to investigate |
| 10015646 | 08/12/2010 | 08/12/2010 | Rivers | 07/04/2011 | Planning & Development | Planning applications | no or insufficient evidence of mal/service failure |

Group total:4

Injustice remedied during enquiries

| | | | | | | | |
|----------|------------|------------|-------|------------|------------------------|-----------------------|---|
| 10013101 | 10/11/2010 | 10/11/2010 | Moody | 06/04/2011 | Planning & Development | Planning applications | local settlement (investigation discontinued) |
|----------|------------|------------|-------|------------|------------------------|-----------------------|---|

Group total:1

Grand total: 8

Response times to first enquiry letters: 01/04/2011 to 31/03/2012 : West Devon BC

| Case ID | Date revd by LGO | Surname | Date enquiry sent to Council | Date response received | Time taken (calendar days) | Detailed Category |
|---------|---------------------|---------|---------------------------------|---------------------------|-------------------------------|-------------------|
|---------|---------------------|---------|---------------------------------|---------------------------|-------------------------------|-------------------|

Corporate & Other Services

| | | | | | | |
|----------|------------|-------|------------|------------|----|------|
| 10022065 | 24/03/2011 | Dower | 06/05/2011 | 02/06/2011 | 27 | Land |
|----------|------------|-------|------------|------------|----|------|

Group total:1 Average no. of days to respond for Group:27.0

Planning & Development

| | | | | | | |
|----------|------------|------|------------|------------|----|----------------------------------|
| 11012327 | 04/10/2011 | Wate | 16/12/2011 | 20/01/2012 | 35 | Householder planning application |
|----------|------------|------|------------|------------|----|----------------------------------|

Group total:1 Average no. of days to respond for Group:35.0

Grand total: 2

Average no. of days to respond: 31.0