

# Public Document Pack



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3 January 2017

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **STANDARDS COMMITTEE** will be held in the HMS Brave Room at these Offices on Wednesday 11 January 2017 at 10.00 am when the following business will be transacted.

Members of the public who require further information are asked to contact Kate Batty-Smith on (01304) 872305 or by e-mail at [kate.batty-smith@dover.gov.uk](mailto:kate.batty-smith@dover.gov.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read "Kate Batty-Smith", written over a white background.

Chief Executive

Standards Committee Membership:

B W Butcher (Chairman)  
S S Chandler  
M R Eddy  
P J Hawkins  
S M Le Chevalier (Vice-Chairman)  
S C Manion  
K Mills

AGENDA

- 1 **APOLOGIES**  
To receive any apologies for absence.
- 2 **APPOINTMENT OF SUBSTITUTE MEMBERS**  
To note appointments of Substitute Members.
- 3 **DECLARATIONS OF INTEREST** (Page 3)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

4 **MINUTES** (Pages 4-5)

To confirm the attached Minutes of the meeting of the Committee held on 6 July 2016.

5 **COMPLAINTS REPORT** (Pages 6-62)

To consider the attached report of the Director of Governance.

**Access to Meetings and Information**

- Members of the public are welcome to attend meetings of the Council, its Committees and Sub-Committees. You may remain present throughout them except during the consideration of exempt or confidential information.
- All meetings are held at the Council Offices, Whitfield unless otherwise indicated on the front page of the agenda. There is disabled access via the Council Chamber entrance and a disabled toilet is available in the foyer. In addition, there is a PA system and hearing loop within the Council Chamber.
- Agenda papers are published five clear working days before the meeting. Alternatively, a limited supply of agendas will be available at the meeting, free of charge, and all agendas, reports and minutes can be viewed and downloaded from our website [www.dover.gov.uk](http://www.dover.gov.uk). Minutes will be published on our website as soon as practicably possible after each meeting. All agenda papers and minutes are available for public inspection for a period of six years from the date of the meeting.
- If you require any further information about the contents of this agenda or your right to gain access to information held by the Council please contact Kate Batty-Smith, Democratic Support Officer, telephone: (01304) 872305 or email: [kate.batty-smith@dover.gov.uk](mailto:kate.batty-smith@dover.gov.uk) for details.

Large print copies of this agenda can be supplied on request.

Declarations of Interest

Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.

Minutes of the meeting of the **STANDARDS COMMITTEE** held at the Council Offices, Whitfield on Wednesday, 6 July 2016 at 10.00 am.

Present:

Chairman: Councillor B W Butcher

Councillors: S M Le Chevalier  
B Gardner  
K Mills

Officers: Corporate Complaints and Resilience Officer  
Democratic Support Officer

25 APOLOGIES

Apologies for absence were received from Councillors S S Chandler, M R Eddy and P J Hawkins.

26 APPOINTMENT OF SUBSTITUTE MEMBERS

It was noted that, in accordance with Council Procedure Rule 4, Councillor B Gardner had been appointed as a substitute member for Councillor M R Eddy.

27 DECLARATIONS OF INTEREST

There were no declarations of interest.

28 MINUTES

The minutes of the meeting of the Committee held on 13 January 2016 were approved as a correct record and signed by the Chairman.

29 COMPLAINTS REPORT

The Committee received the report of the Corporate Complaints and Resilience Officer (CCRO) on formal complaints received by the Council for the period 1 January to 30 June 2016. Eight complaints had been investigated at stage two of the Council's complaints procedure and two upheld. A further eight had been investigated by the Local Government Ombudsman (LGO) who had upheld none of the complaints.

Comparing year-on-year figures, the CCRO advised that there had been a reduction in the number of complaints, from 138 in 2014/15 to 106 in 2015/16. Referring to the ward breakdown, it was clarified that the nine complaints for Little Stour and Ashstone ward received in 2015/16 included four about the de-listing of The Red Lion as an Asset of Community Value. With regards to Castle ward, three of the ten complaints received in 2015/16 had been from the same person in respect of Dolphin House. As a whole, no trends had emerged.

In response to Councillor B Gardner, the CCRO clarified that only a few complaints investigated by the LGO were upheld. Many complaints related to Planning matters and arose because complainants did not understand the Planning process. In respect of the two complaints investigated in-house and upheld, Members were advised that the first one had arisen as a result of an out-of-date form being sent to

the complainant. Procedures had been changed and the correct form was now available on the intranet so that it was easily accessible. The second complaint related to a Planning application for prior approval for a change of use, and the Local Planning Authority's failure, when writing to the applicant, to state that prior approval had been refused. The authority had been at fault which was why the complaint had been upheld.

The meeting ended at 10.12 am.

DOVER DISTRICT COUNCIL

REPORT OF THE CORPORATE COMPLAINTS AND RESILIENCE OFFICER

STANDARDS COMMITTEE – 11 JANUARY 2017

**COMPLAINTS REPORT FOR THE PERIOD 1 JULY 2016 TO 31 DECEMBER 2016**

**Recommendation**

*That the report be noted and the actions taken be endorsed.*

Contact Officer: Sue Carr, extension 2322.

1. **UPDATE OF COMPLAINTS RECEIVED BY THE DISTRICT COUNCIL**

Reported below is an update of formal complaints investigated by the Corporate Services Team at stage two of the Council's complaints process for the period from 1 July 2016 to 31 December 2016. Eight complaints have been investigated one of which was upheld. There may be issues raised through the complaints process where the Corporate Support Section provides a written explanation of Council policy and procedures but which do not require an investigation. These are not included within this report but are included within the figures in the tables at Appendices A and C.

1.1 **Complaint No. DEV200 – Eythorne & Shepherdswell (Closed)**

This complaint related to a decision not to take enforcement planning action. The Corporate Complaints & Resilience Officer (CCRO) advised that the decision had been reviewed and legal advice sought. It was the Council's opinion that a condition attached to a planning permission does not come into force until work commences rather than the date of grant of planning permission. With regard to the decision not to take enforcement action the officer had considered the neighbouring residential amenity. The complaint was not upheld.

1.2 **Complaint No. ENV048 – North Deal (Closed)**

A complaint was received in respect of a visit carried out by officers from the Environmental Protection and Private Sector Housing teams. As a result of the visit the officers recommended that the landlord employ a pest control company to carry out an inspection and take any necessary action. The complainant was unhappy as he believed that the officers should have done more. The CCRO explained the process and advised that the officers had followed the correct procedures. The complaint was not upheld. The complainant referred the matter to the Local Government Ombudsman (LGO) and this is reported at 2.1.

1.3 **Complaint No. BEN109 – Lydden & Temple Ewell**

The complainant was unhappy that they had been requested to complete a benefit application form when they had already done so and supplied the information requested. The matter was investigated by the CCRO who found that the application had been cancelled as information requested had not been provided. The CCRO advised the complainant to make an appointment to meet a customer services

adviser who would assist with the completion of an application. There was no evidence of maladministration and the complaint was not upheld.

1.4 **Complaint No. HND067 – Ringwoud (Closed)**

The complainant, a Council tenant, alleged that the Council had failed to give appropriate medical priority to enable a house move. They also claimed that they were suffering from other issues that the Council were not taking into account. The CCRO explained that the medical assessment process had been followed correctly and there was no evidence of maladministration. However a multi agency meeting had taken place and a management move would be offered. The complaint was not upheld.

1.5 **Complaint No. PKG064 – Walmer (Closed)**

This complaint related to the issue of a penalty charge notice. The complainant was unhappy that they were issued with a PCN when they alleged that they had only parked in a bay for a short while as there was no room in the pick up area. They also claimed that the parking attendant had been dismissive and abusive. The CCRO explained that the video footage from the body camera had been reviewed and it showed that the civil enforcement officer had followed the correct procedure. They had not witnessed the complainant park or leave the vehicle and had observed the vehicle for up to five minutes to allow time for the driver to collect a ticket before issuing a penalty charge notice. The CCRO explained that the Officer had no discretion to cancel a ticket once they had begun the process. The CCRO confirmed that the Director had also reviewed the footage and would take no action against the Officer in view of the way in which they had been spoken to. This complaint was not upheld.

1.6 **Complaint No. PKG065 – North Deal (Closed)**

This complaint related to the charge for review and provision of CCTV footage following alleged damage to a vehicle in a Council car park. The CCRO explained that the charge reflected the amount of time taken to review the footage as the complainant had left the vehicle in the car park for seven days and did not know when the damage had occurred. The CCRO confirmed that the correct procedures had been followed although the Council's website would be amended to reflect that video footage can be reviewed for damage to vehicles not just vehicle collision. The complaint was not upheld.

1.7 **Complaint No. PSH023 – St Radigunds (Closed)**

The complainant was unhappy with the way in which an inspection had been carried out by Private Sector Housing Officers. The matter was reviewed by the CCRO who confirmed that the correct procedures had been followed and copy documentation was sent to the complainant as they claimed that they had not received any communication from the Private Sector Housing Team. The complaint was not upheld.

1.8 **Complaint No. WST183 – Sandwich (Closed)**

This matter related to collection of waste following events held in Sandwich. The CCRO explained that commercial waste has to be removed by the event organiser or the company producing the waste as the Council's contractor does not have a licence to carry or dispose of this type of waste. Procedures had been put in place

for any litter collected by the event organiser to be removed by Veolia. This had worked well in August but unfortunately not in November due to a change in staff at Veolia and a breakdown in communication. A further meeting and checks will take place prior to and after the next large event to ensure that this does not happen again. The complaint was upheld.

2. **COMPLAINT DECISIONS ISSUED BY THE LOCAL GOVERNMENT OMBUDSMAN BETWEEN 1 JULY 2016 AND 31 DECEMBER 2016**

- 2.1 **ENV048** – This complaint related to a site visit carried out by officer as per 1.2 above. The LGO reviewed the actions taken by the Officers but following initial enquiries stated that the matter would not be investigated because there was insufficient evidence of fault by the Council and it was not the Officers' role to carry out a full pest control inspection. The decision was classed as "Closed after initial enquiries – no further action".

3. **COMPLAINT STATISTICS**

Appendix A shows the number of complaints received per Ward for the current financial year compared to 2015/16. Appendix B details the compliments received by Section for the period 1 July 2016 to 31 December 2016. Appendix C details the complaints received by the District Council and EK Services for the period 1 April to 31 December 2016. Appendix D lists the Lessons Learnt from complaints from 1 January to 31 December 2016 and Appendix E provides information from the Local Government Ombudsman's Annual Report.

**Background Papers**

File C23/5 – Complaints.

**Resource Implications**

None.

**Impact on Corporate Objectives**

An effective complaints system supports the delivery of the Council's corporate objectives set out within the Corporate Plan 2008-2020.

**Comment from the Solicitor to the Council**

The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

**Attachments**

- Appendix A – Ward Statistics
- Appendix B – Breakdown of compliments by Section
- Appendix C – Breakdown of complaints by Section
- Appendix D – Actions Taken/Procedural Changes as a result of complaints received
- Appendix E – Local Government Ombudsman Annual Review

SUE CARR



## Corporate Complaints & Resilience Officer

The officer to whom reference should be made concerning inspection of the background papers is the Corporate Complaints & Resilience Officer, White Cliffs Business Park, Dover, Kent CT16 3PJ. Telephone: (01304) 872322.

## Number of Complaints Received Per Ward and processed through the Complaints System

Ward	No of Complaints	
	1.4.15 to 31.3.16	1.4.16 to 31.12.16
	DDC	DDC
Aylesham	4	
Buckland	5	2
Capel-le-Ferne	3	1
Castle	10	4
Eastry	3	2
Eythorne & Shepherdswell	2	1
Little Stour & Ashstone	9	3
Lydden & Temple Ewell	1	1
Maxton, Elms Vale & Priory	5	1
Middle Deal & Sholden	6	3
Mill Hill	6	6
North Deal	8	6
Outside District or N/A	7	3
Ringwould	2	3
River	4	3
Sandwich	3	5
St Margaret's-at-Cliffe	3	2
St Radigunds	4	8
Tower Hamlets	4	2
Town & Pier	-	1
Unknown	9	11
Walmer	3	4
Whitfield	5	1
<b>Total</b>	<b>106</b>	<b>73</b>

## Details of Compliments Received Per Section From 1 July 2016 – 31 December 2016

Section	Compliment
Building Control	Appreciation for the time taken by officers to discuss the overall approach of the building control regulation process and providing advice
Building Control	Thank you for time spent on site clarifying details with the owner
Building Control	Thank you for efficient service
Communication & Engagement	Well done for graphics on the Merry Christmas video
Communication & Engagement	Thank you for DDC email alerts “more informing than a local newspaper”
Communication & Engagement	Thank you for support for a community fundraising event
Community Safety	Thank you for work carried out by CCTV during an incident in Deal
Customer Services	Appreciation for the area office in Deal and excellent services provided
Environmental Protection	Appreciation for water quality email service
Housing Benefits & Housing Options	Thanks for assistance with move to a new property and how quick the council were to help with the process.
Property Services	Thank you for prompt response by Horticulture
Property Services	Thank you to pier attendant for quick thinking in responding to an incident with a member of the public in the water
Property Services	Thank you for advice regarding energy efficiency
Waste Services	Thank you to Waste Services & Veolia for work carried out in Deal as this had an impact on the Britain in Bloom competition
Waste Services	Thank you to waste services officer for arranging a trial of the seagull proof waste bags – the first time since 2013 that rubbish has not been strewn across the street by the gulls
Waste Services	Excellent work carried out by Veolia operative in the Walmer area – since he has taken over the area there has been a transformation
Waste Services	Thank you to one of the Veolia operatives in the Dover – they are very conscientious
Waste Services	Thank you to Veolia – the London Road and Branch Street area of Dover is looking much tidier.
Waste Services	Fast response to report of rubbish – “contractor carried out a first class job”
Waste Services	Thank you for good work carried out cleaning the Coombe Valley area

### Complaints by Section from 1 April 2016 to 31 December 2016

Complaint Type	Reason for Complaint	Number
Building Control - DDC	No Response	1
Community - DDC	Event management	1
Council Tax - EKS	Administration	4
Council Tax - EKS	Recovery	13
Customer Services - EKS	Telephone Service	1
Customer Services - EKS	Staff attitude	2
Environmental Protection - DDC	Action taken by Officer	2
Planning enforcement - DDC	Merits of decision	1
Development Control - DDC	Administration and procedures	4
Development Control - DDC	Merits of decision	2
Housing benefits - EKS	Claim processing and decision	3
Housing benefits - EKS	Recovery	1
Housing Needs - DDC	Processing of housing application	1
Housing Needs - DDC	Administration	1
Horticulture - DDC	Merits of decision	3
Licensing - DDC	Processing of complaint enquiry	1
Licensing - DDC	Licensing conditions	1
NNDR - EKS	Administration	1
Parking Services - DDC	Action taken by Officer	1
Parking Services - DDC	Merits of decision	8
Parking Services - DDC	Administration	1
Private Sector Housing - DDC	Action taken by officer	1
Property Services - DDC	Administration	2
Property Services - DDC	Officer's decision	1
Property Services - DDC	Action taken by contractor	1
Property Services - DDC	Land ownership dispute	1
Revenues - DDC	On-line payment system	2
Waste Services - DDC	Missed collection	8
Waste Services - DDC	Lack of action	1
Waste Services - DDC	Service provision	3

**Actions Taken and/or Procedural Changes as a result of  
Complaints received between  
1 July 2016 and 31 December 2016**

<b>Section</b>	<b>Complaint</b>	<b>Actions Taken/Procedural Changes</b>
Council Tax – EKS	Telephone call back service.	Message regarding council tax is now accurate.
Council Tax – EKS	Council tried to recover a sum for a previous period when it had already been queried by the customer and they were told there was nothing outstanding	No bills with considerable backdated charges to be issued without a letter of explanation and approval by a senior officer.
Customer Services – EKS	Member of the public advised to put a complaint in writing regarding a decision to suspend benefit while additional information is processed.	Staff training to be carried out as this is not necessary in these circumstances.
Customer Services – EKS	Officer unprofessional and unhelpful.	Training given to the officer in how to deal with this particular type of enquiry.
Customer Services – EKS	Complaint regarding wait time for a bulky waste collection.	EKS to work with DDC Waste Services as the promotion of the bulky waste scheme was at the same time as the garden waste renewals and caused an increase in the number of calls which were difficult to deal with.
Parking Services - DDC	High charge for reviewing CCTV footage	Review of provision of CCTV footage to be undertaken in January 2017 when consideration will be given to limiting the time period for which footage can be requested.
Property Services / Accountancy – DDC	Children inadvertently locked in a play area	Note on the play area gate to be changed and the out-of-hours message to be altered to ensure that residents are aware that they can report an emergency to the Council.
Waste Services – DDC	A number of calls received regarding missed bins.	The monitoring of missed collections is to be reviewed.
Waste Services – DDC	Waste left for Contractor following an event.	Event waste to be monitored and regular contact with event organiser to remind them of their obligations.



# Review of Local Government Complaints 2015-16

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## Local Government Ombudsman

PO Box 4771  
Coventry  
CV4 0EH

Phone: 0300 061 0614  
Web: [www.lgo.org.uk](http://www.lgo.org.uk)  
Twitter: [@LGOmbudsman](https://twitter.com/LGOmbudsman)

# At a glance



**51%**  
investigations  
upheld

**3,529** recommendations to put things right

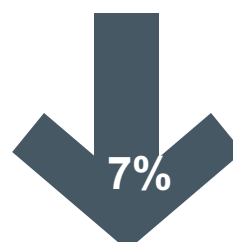


**Significant changes on previous year (complaints and enquiries received):**

**Education &  
children's services**



**Housing**





# Introduction

This report publishes the complaint statistics of the Local Government Ombudsman, for its local government jurisdiction, for the year ending 31 March 2016.

In publishing the statistics by local authority, available in data tables at the end of this report, we aim to help local authorities to analyse their complaint handling performance and provide an open resource for anyone who wishes to scrutinise local services. The report also reflects on the statistics to give our view on what they mean for the local government sector.

The headline messages from this year's statistics are:

- > 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

We know, however, that numbers alone do not tell everything about the attitude towards complaints and how they are responded to locally. Arguably of more importance is to understand the impact those complaints have on people and to learn the lessons from those complaints to improve the experience for others.

This year we are able to publish more information about the recommendations we make to

put things right when people have suffered. We made 3,529 separate recommendations to remedy injustice. These recommendations include actions for the local authority to take to remedy injustice for individuals and to prevent injustice for others by improving practice.

Our investigations can also provide local authorities with the reassurance that they have carried out a fair investigation of a complaint and satisfactorily offered to put things right, before the person decided to come to us. Our annual review letters to local authorities, published in tandem with this report, show the number of upheld cases where we were satisfied with the remedy the local authority had proposed. They also show how often each authority complied with our recommendations – we welcome that 99.9% of recommendations were complied with across all local authorities last year.

The LGO is the final stage for complaints – the person affected must have gone through their local authority's complaints process before coming to us for an independent review of the case. So in relation to the many thousands of exchanges happening daily between local authorities and people in their areas, our complaints are a relatively small proportion; however each one represents a problem that was not put right locally, or an experience that drove the person to pursue their complaint with us. This report includes examples of some of the issues we see through case studies from people who have complained.

The report concludes with advice on using the statistics to support

local scrutiny, including a set of questions to help local councillors scrutinise how their authority responds to, and learns from, complaints.

## About the statistics

To reflect the changing definition of what constitutes local government services, for the purposes of this year's annual review of local government complaints we have widened the scope of the bodies classed as local government. Editions of this report from previous years counted complaint numbers for councils and national park authorities only; whereas the data in this report incorporates complaints and enquiries registered against other local bodies that fall under our jurisdiction. These include school admission appeal panels, fire authorities, transport authorities, police and crime commissioners, and some other government organisations. In this report, we use 'local authority' as an umbrella term for this larger group of organisations. The widening of the scope of bodies we have classed as local government has undoubtedly been a factor in the 6% rise in complaints and enquiries received when compared with last year's report.

The LGO also looks at complaints about independent social care providers. This includes complaints from people 'self-funding' their care without any involvement by the council. Data for independent care providers are not included in this report, but are incorporated in our annual review of social care complaints, published in the autumn.

# The Ombudsman's view

## The future for local government complaints

I am pleased to present the LGO's third annual review of local government complaints, which continues our commitment to openness and transparency through the publication of our complaint statistics. It adds to the suite of information we publish to help share the learning from complaints to improve local public services. I hope it will be of interest to all those working in the sector. The new statistics we include this year about our recommendations to put things right demonstrate the impact our investigations have, not just in remedying injustice for individuals but also in preventing injustice for the wider public. The review is published on the same day as LGO Annual Letters to each local authority in England. These are available on our [website](#). A combined data table is also attached to this report. During our investigations we agree that some complaints have been remedied satisfactorily by the local authority, and for the first time this year we acknowledge the number of complaints where this has happened.

This will be the last annual review of local government complaints that I present, due to my seven year term of office completing at the end of 2016. When I joined the LGO in 2010, I could not have envisaged the level of change I would witness during the period.

The role of local authority as commissioner of services has become increasingly prevalent. Nowadays service delivery typically involves a complex mix of public, private and charitable organisations working together. While local government has proven its abilities to adapt and innovate in light of budgetary challenges, these systems have inevitably changed the relationship between the citizen and public service provider. This has brought with it challenges for local authorities in retaining accountability structures and ensuring redress is accessible when things go wrong.

The devolution agenda is perhaps the biggest change to local government in a generation, and will transform the way public services are held to account. We have worked with the frontrunner combined authorities to support their thinking on developing effective and accessible complaints processes that fit the emerging new structures of local service delivery. It is important that the LGO retains its authority in the future to affect remedy in this brave new world.

The maze that people are sometimes required to navigate in order to raise a complaint about a public service has been one of my biggest concerns. It is clear that a single Public Services Ombudsman would present a more accessible and effective route to redress. Local

government can be reassured that we continue to work closely with the Cabinet Office to ensure that our 40 years plus experience of remedying local government complaints, and understanding its unique accountability structures, informs the development of any draft legislation.

Finally, I express my appreciation to those that have brought complaints to us – you can be reassured that in doing so you have helped to make services better for others. And I wish to credit those in local authorities that have worked constructively with us, sometimes in challenging situations, to ensure complaints are resolved.

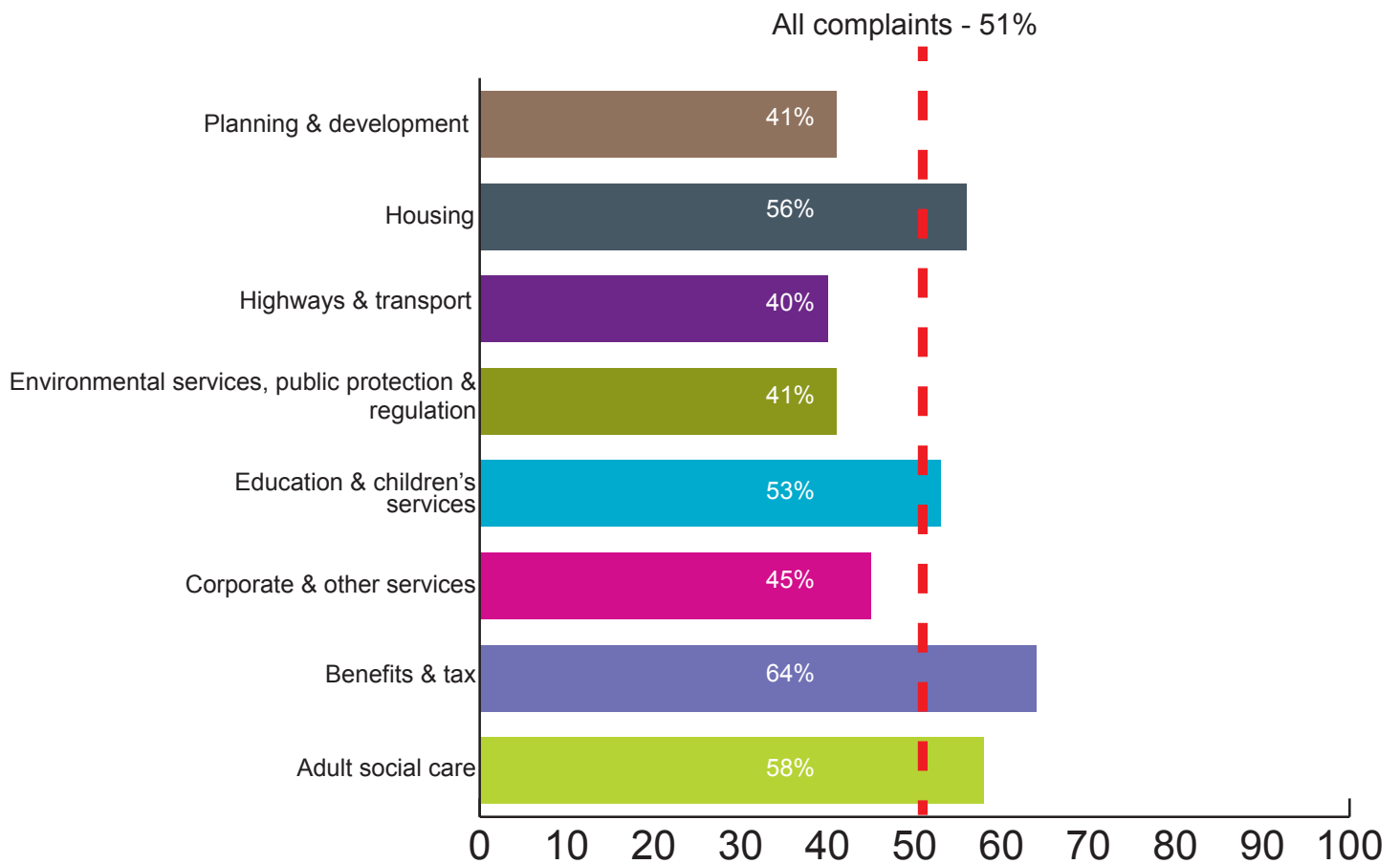
**Jane Martin**  
**Local Government Ombudsman**

# Making a difference

## Remedying injustice

Experience tells us that the most effective and timely way to resolve a complaint is for it to be put right at the local level before the issue escalates to the Ombudsman. However, our casework tells us that a significant amount of complaints are not resolved satisfactorily locally, leaving people to ask us for an independent review. We carried out 4,464 detailed investigations, and upheld 51% of these (2,260 in number) last year.

## Detailed investigations upheld

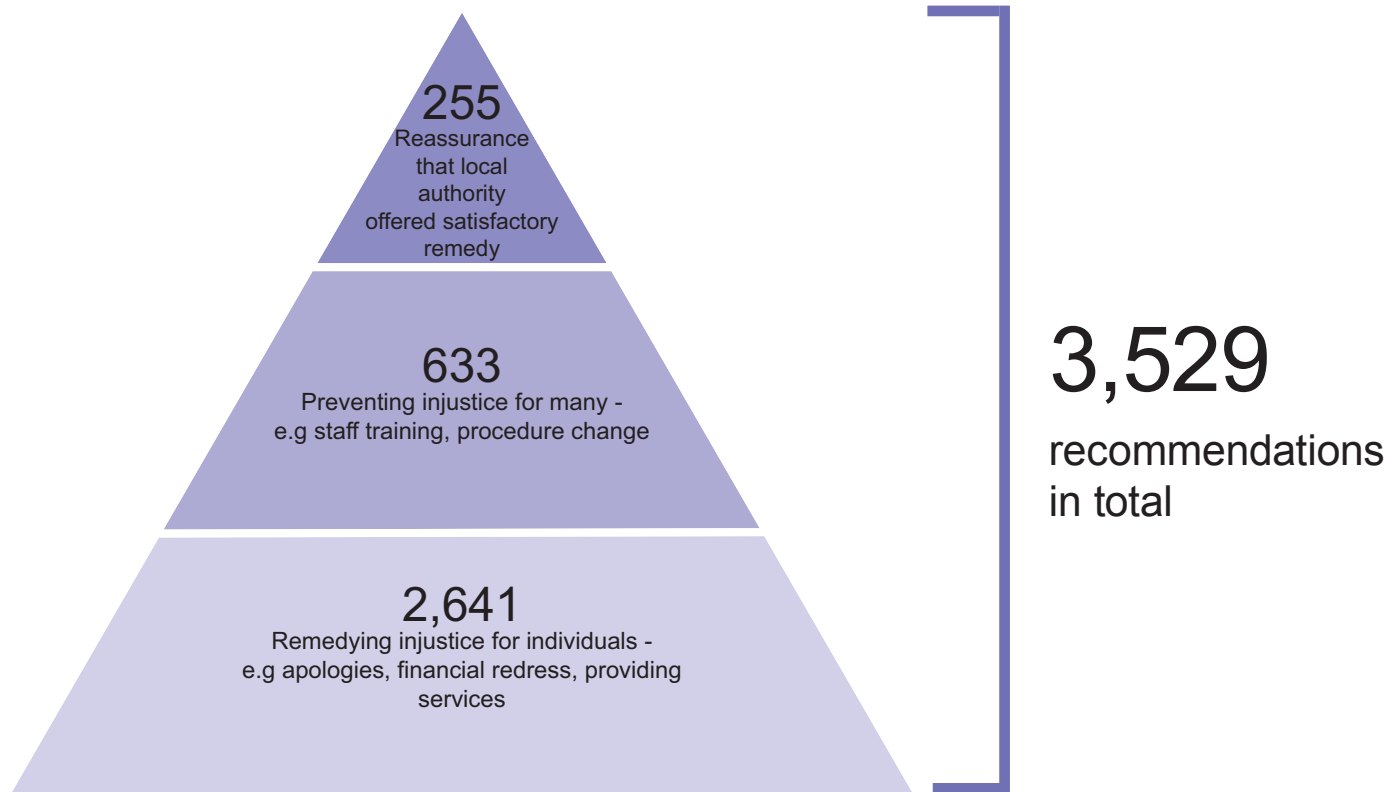


We are most likely to find fault in complaints about benefits and tax (64%), and least likely to find fault in complaints about highways and transport (40%).

We class a complaint as upheld when we find some fault in the way the local authority acted. This includes complaints where a local authority acknowledged fault in their local investigation and offered to take action to put it right, but the person still wanted an independent review of the complaint by us.

# Making a difference

## Recommendations to put things right



## Types of remedies

If we decide the local authority has acted with fault, and the fault caused an injustice, we will make recommendations for the local authority to put things right to remedy the fault. Our recommendations are designed to place people back in the position they were in before the fault happened.

We will recommend an apology where the local authority has not already done so. A common phrase we hear is: "I simply want somebody to take responsibility for what happened".

We look to see whether remedial action needs to be taken to restore a person's situation. This may include reinstating or providing a service, making a decision on something under the right grounds, or providing information.

If the injustice cannot be remedied through remedial action we may recommend a financial payment. This may be a specific and quantifiable value, for example a tax that somebody should not have paid. But often it represents a loss that is more difficult to value, such as the impact of the loss of care services. We also make recommendations for a payment to recognise the distress that somebody has suffered as a result of the authority's errors, as well as the time and trouble someone is put to in having to pursue their complaint with us.

## Impact of recommendations

Our powers allow us to investigate matters that come to our attention during an investigation if we think other people, who have not complained to us, may have suffered. We can then make recommendations to remedy the injustice to those others. In addition when we find faults with a policy decision that may have affected multiple people, we can recommend the local authority reviews its files and puts things right for other individuals similarly affected.

# Making a difference

## Stories we heard

### Remedying injustice – putting things right for others

Katrina and her younger brother George became involved with the council's children's services department when the council became concerned about a potential risk to their safety. Following a meeting with the different agencies involved, the council placed the children on child protection plans.

Katrina complained to us that she had suffered significant distress during the period because of the way the council treated her through the process.

We did not criticise the council for initiating the child protection meeting, but found that it did not properly involve Katrina in the meeting as it should have done according to local guidance, and she was unnecessarily denied contact with one of her parents for a number of months. It also did not properly inform all the agencies involved once it had found no risk and closed the case.

Only Katrina had complained to us, but we recognised that the council's faults had also caused injustice to her brother George. The council agreed to our recommendations to put things right for both children. This included written apologies and offers of counselling for the siblings, as well as financial payments to recognise the distress caused and their uncertainty about how events may have panned out differently but for the council's faults.



## Improving services

We always consider whether the issues uncovered in an investigation may affect other local people in a similar manner, and whether we can make practical recommendations to avoid that happening. Examples of this include recommendations to review council policies, change procedures, or provide staff training. We are particularly likely to recommend this type of action if we find faults with a local authority policy, standard procedure or especially poor administrative practice.

An integral part of our work is sharing our intelligence and experience from complaints to encourage better services for all. We regularly publish 'Focus Reports' that look at systemic issues found in our complaints. These feedback good practice to local authorities and raise public awareness where there is clear evidence of a public interest. We publish all of our decisions (except where there is a risk to the anonymity of those involved) and complaints data as a resource for people to interrogate. The identity of the complainant is not revealed in our decisions, but we do name the body in jurisdiction.

# Local Government complaint numbers & trends



## Adult social care

We received 2,584 complaints and enquiries about the responsibilities of councils for adult social care, which is a 4% increase on the previous year. We upheld 58% of complaints investigated in detail.

In our role as Local Government and Social Care Ombudsman, we can provide redress for people with unresolved complaints about any aspect of adult social care, regardless of whether or not the council funds or commissions the services. We can investigate any independent social care providers registered with the regulator, the Care Quality Commission (CQC).

This report only includes the statistics for complaints about the responsibilities of councils, and touches on the most significant themes. We publish an annual review of social care complaints every autumn, which analyses the trends across the whole sector in more depth.

## Assessment and care planning

We received the most complaints within adult social care about the assessment and care planning process, at 601. We also upheld 70% of detailed investigations that were specifically about care planning.

Assessment and care planning are at the heart of any council's social care responsibilities. Councils have a statutory duty to carry out an assessment for anyone in their area who appears to need care and support. If eligible, they must draw up a care plan to meet agreed outcomes which is regularly reviewed. Some of the common faults we find in this area are:

- > poor communication
- > not involving families adequately
- > delays in assessing and reviewing, and
- > inadequate information to enable people to make the right choices.

If we identify faults in the assessment and care planning process, we will look to see if direct action could restore the situation, such as carrying out an assessment or review, putting in place a service or involving the family in the process. Typically it can be difficult to quantify the impact of not providing support, but we may recommend a payment to recognise avoidable distress.



# Local Government complaint numbers & trends



## Adult social care

### Charging

We registered 278 complaints and enquiries about charging for care, and upheld 62% of detailed investigations.

The social care system can be complex for people to understand, and it is often at a time of crisis when people first encounter the need for support. Many of the cases we see about charging relate to information being given which is inconsistent or out of line with current guidance.

Our recent Focus Report on charging explains some of the ways we typically remedy injustice in this area.

### Focus Report – providing the right information on fees



Our cases show that many people are not being given the right information about charging for social care, meaning they often pay too much. People can choose to pay for more expensive care, but it must be a genuine choice.

We published a Focus Report, [\*Counting the cost of care\*](#), showing some of the common issues around care 'top-up' fees.

We told some of the stories of people who come to us for help. These included people who had been given confusing or incorrect advice by their council, or those who were not offered a genuine choice of affordable care home that did not require a top-up fee. Other stories included peoples' finances being assessed before their care needs, and councils abdicating responsibility for the top-up to the care home.

To put things right we can recommend action such as an apology, a refund of top-up fees that should not have been charged or a reassessment of needs. We often make recommendations to review procedures to ensure others are not affected.

The report provides insight from our complaints to help councils (and care providers) implement best practice. We also provide questions for councillors to help them scrutinise services locally. By achieving significant publicity for the report we raised public awareness of the right to sound information to enable informed decisions about care.

# Local Government complaint numbers & trends



## Adult social care

### Home care

People may prefer to have their care needs met in their own home to have a level of independence and maintain familiarity with their surroundings.

We experienced a 29% increase in the number of complaints and enquiries received about councils' provision of home care (also known as domiciliary care) from 218 the previous year to 281 this year. This contrasts with a steady decline in the number of people receiving home care funded by local authorities – it fell by 20% between 2009 and 2015<sup>1</sup>.

This means that, as a proportion of all people receiving home care with local authority involvement, more are bringing a complaint to us.

There could be a number of reasons for this. However, the outcome may be seen positively: that more people are coming forward to make their concerns

heard. On the other hand, we upheld a high level of complaints (67%), which would indicate councils are often getting it wrong in this area.

Common faults include failure to provide services, such as cancelled or short visits, inaccurate invoicing for and recording of visits, poor communication between the commissioning council and the home care provider and not seeking timely medical assistance.

Some of our complaints reflect issues that have been highlighted by the sector. The Care Quality Commission's (CQC) report *Not just a number* found common issues were undermining the majority of good home care<sup>2</sup>.

These included a lack of consistency of care workers and missed or late visits, amongst others. More recently, a study by UNISON found that 74% of local authorities in England were

limiting some home care visits to 15 minutes<sup>3</sup>. Guidance by the National Institute for Health and Care Excellence (NICE), introduced in September 2015 advises that home care visits should be no shorter than half an hour unless they are for basic tasks and part of a wider support package or to check someone is safe and well<sup>4</sup>.

<sup>1</sup> [United Kingdom Homecare Association \(UKHCA\) Summary: An Overview of the domiciliary care market in the UK Homecare – May 2016](#)

<sup>2</sup> [Care Quality Commission - February 2013](#)

<sup>3</sup> [Suffering alone at home, Unison, 2014](#)

<sup>4</sup> Home care: delivering personal care and practical support to older people living in their own homes (NICE guidelines NG21), September 2015



# Local Government complaint numbers & trends



## Benefits and tax

We received 2,562 complaints and enquiries about benefits and tax. We upheld 64% of those cases we investigated.

### Council tax

We registered 1,511 complaints and enquiries in this area. Where we completed an investigation, 61% of cases resulted in complaints being upheld.

Some of the common issues we find include problems with the administration of individuals' council tax accounts, delays in responding to complainants and providing inaccurate information. We receive a number of complaints and enquiries about changes to discount schemes on council tax for empty properties, after councils were given additional powers to manage these schemes locally.

### Enforcement agents (bailiffs)

There has been an increase in the amount of complaints and enquiries received about the actions of bailiffs recovering council tax. The increase was at 46% on the previous year (86 received this year and 59 the previous year).

As councils take more action to recover debts the use of bailiffs will undoubtedly increase. While bailiff action can be an unpleasant experience we upheld very few complaints this year about the

actions of a bailiff using their 'Taking Control of Goods' powers.

### Business rates

We registered 143 complaints and enquiries about business rates. While we carried out proportionately fewer detailed investigations than in previous years, we upheld a higher percentage of them. On issues of rating the liability for business rates, there is a specific route to redress through the courts. However we find some common issues around delays in dealing with information, as well as councils' discretionary decisions on business rate reliefs.

Complaints about council tax and business rates are often about how councils take action to recover debts. Despite a tax being properly due, we sometimes find a council unreasonably delayed in billing someone, resulting in them receiving a sudden and unexpected demand for a large debt. In these cases we may recommend some of the debt is waived.

In some cases we help people that come to us by advising on the best way to get their problem resolved. This may be to a Valuation Tribunal if the dispute is about liability to pay tax. We

have found councils at fault for not making the appeal route clear to complainants and for incorrectly dealing with liability issues through the corporate complaints process rather than the correct appeal process.

### Housing benefit

The majority of our benefits-related complaints are about housing benefit. We registered 752 complaints and enquiries and upheld 68% of investigations. We look at the way councils deal with the claims and how they advise of appeal rights. We also consider landlord complaints that councils have not made a direct payment of housing benefit to them.

If we find that an unnecessary delay by a council caused an injustice, we may recommend it make a payment to reflect this. We can also recommend councils pay landlords for sums lost if we find fault in this area. We may also recommend a council reviews its administrative processes.

# Local Government complaint numbers & trends



## Benefits & tax

### Council tax support and council tax benefit

Council tax benefit was abolished in April 2013, but we still receive some complaints about council tax benefit overpayments. We registered 119 complaints and enquiries last year. Common faults we find in this area include when a council delays in dealing with a claim or passing a case to appeal. If a council is taking steps to recover tax, but we find fault in the way the original claim was handled, we can consider how the person has been affected and make a suitable recommendation to put this right. For example, we can recommend the council determines a claim without delay or reimburses costs incurred by the complainant caused by the delay in determining a claim.

### Stories we heard

#### Council tax - unreasonably late billing

Between 2003 and 2006 Angela shared a rented flat with three other tenants. They believed the landlord was responsible for paying the council tax. Neither the tenants nor the landlord told the council they were renting the flat.

The previous owner of the flat had died, and between 2002 and 2010 the council sent bills to his representative. The bills were not paid, but the council did nothing about chasing this up until July 2010 when it was told the flat had been sold. It billed the new owner, who told the council about Angela and her co-tenants. The council sent the four tenants bills for more than £4,600 to the only address it had – the property. No payments were received. In 2011 the council instructed bailiffs who were unable to find Angela or the other tenants and passed the debt back to the council in mid 2012. In early 2014 the council found Angela's current address; it could not find the address of the other tenants. It wrote to Angela asking her to either pay the debt in full or make an arrangement to do so.

Angela complained about being asked to pay such a large sum so long after she had left the property. She said she had no addresses for her former flat mates.

We found the council was right to say Angela and her co-tenants were all liable for the debt. But we also found the council was at fault in having delayed for so long in checking if the late owner had sold the property. It was also at fault in its delays in trying to contact Angela after it billed her; there were long periods when no action was taken to find Angela's new address. The council agreed to our recommendations to reduce Angela's debt to 25% of the total, which is what she should have paid if she had been billed in time, and then to halve this total because of the further delays in contacting her.



# Local Government complaint numbers & trends



## Education and children's services

During this period, we received 3,438 complaints and enquiries about education and children's services. This is the highest volume of complaints we deal with in comparison with other subject areas. We upheld 53% of those cases we investigated.

### Child protection

We registered 903 complaints and enquiries in this area. Where we completed an investigation, 68% of cases resulted in complaints being upheld. This is considerably higher than the average for all complaints (51%).

Child protection complaints relate to safeguarding procedures which are intended to protect children from the risk of neglect or abuse. Often complaints are made by parents or family members, about or on behalf of a child or young person. They may consider that something has gone wrong in the process and the child or young person has been left at risk of harm as a result. We also receive complaints from people who have been investigated due to child protection concerns being raised. By their nature these complaints require sensitive handling and sometimes the outcome the complainant desires is something that only the courts could decide – for example revoking a decision to remove a child from the family.

Where we find fault in child protection complaints, recommendations to review safeguarding procedures is particularly important to avoid the likelihood of other children being similarly affected.

### Children's statutory complaints procedure

Many complaints we receive are about or involve councils' application of the statutory children's social care complaints process. This is designed to ensure the rights and needs of the child are at the heart of the process and that young people's voices are heard. Once a complaint has been accepted via this procedure, complainants have a right to progress through each stage: local resolution; investigation; and independent review. We regularly see instances where councils fail to follow the process, or its guiding principles. In these cases we may recommend a financial payment if failures have caused or compounded the person's distress.

### Child sexual exploitation

Recent inquiries into the failures to prevent child sexual exploitation in some areas are well publicised. We have only received a small number of complaints on the subject. But, we have seen some instances where a council has taken a lack of consent from a young person to justify not investigating a complaint or for failing to take safeguarding action. This is of concern given the young person may not perceive themselves to be a victim or vulnerable to potential exploitation and do not therefore recognise they may be in need of protection. A failure to properly consider and assess a young person when such concerns have been raised may leave them at continued risk.

# Local Government complaint numbers & trends



## Education and children's services

### School admission appeals

We registered 654 complaints and enquiries in this area. We investigated fewer complaints than in previous years but upheld significantly more cases, 43% in 2015-16 compared to 26% 2014-15. We do not have jurisdiction to consider complaints about Academies and Free Schools and so the number of complaints we are able to consider has reduced significantly as more schools have converted to Academy status.

Common themes in the complaints we uphold are poor administrative practices such as insufficient information provided or new information presented on the day of the appeal; inadequate recording of the decision making process; panels taking into account irrelevant information and poorly communicated decisions leaving appellants with no understanding of how the decision was reached.

When we find fault and are satisfied it has caused an injustice we usually recommend the admission authority holds a fresh appeal with a different panel, to restore faith that the parents' appeal is heard impartially and fairly. We may also recommend it reviews its admission criteria or appeals procedure.

### Special Educational Needs

We registered 355 complaints and enquiries about special educational needs (SEN). We upheld 70% of those cases we investigated. Again this is considerably higher than the average across all subject areas (51%). Where we do find fault, the impact on the individual and their family can be particularly acute. Cases can be complex, and we often see complaints where the relationship between the family and the council has broken down.

Delays in the process are one of the overriding features of SEN complaints we uphold. In addition we tend to find problems where there has been no holistic and timely approach to planning for future needs – particularly around the key transition points between stages of schooling and post-16 education.

Where we find fault, we can recommend a financial payment to recognise the lack of provision or ask that relevant assessments or reviews take place promptly. Unfortunately we regularly see cases where a child is left without suitable education for prolonged periods, which requires careful consideration to recommend a remedy that addresses all the issues of missing out for such time.

New arrangements for education, health and care plans (EHCPs) to replace statements of SEN came into force in September 2014. Due to the timescales of this process it is too early for us to have seen enough complaints about EHCPs to identify systemic trends. But some initial concerns are councils failing to arrange transition meetings for transfer from statements to EHCPs, or using the 20 weeks timescale as a deadline rather than aiming to complete the process as quickly as possible.

### School transport

We received a significant increase in the number of complaints and enquiries about councils' provision of school transport. We have seen some emerging issues where school transport has been withdrawn without there having been any changes to the transport policy or the person's circumstances. We have also seen a number of complaints where changes to longstanding transport policies have been made without parents being informed or provided with clear and timely information about them. These type of changes often affect many families in the council areas. In some of the cases we received, the catalyst for the local changes affecting people have been the council reviewing its transport policy, or how they apply their existing policy, in light of a need to reduce costs.



# Local Government complaint numbers & trends



## Education and children's services

### Stories we heard

#### Child protection – not following the children's complaints process

Petra became the adopted mother of two young girls, aged four and five. The children told her that their former foster carer had smacked them.

Petra approached the council with the allegations. It, and the council failed to convene the correct planning meetings and social workers recorded the concern as 'unsubstantiated'.

Petra later raised further concerns made by the children. She also claimed that some of the children's belongings and memory boxes were not passed on from the foster carer.

The council held a meeting chaired by an independent officer to look at whether the council had investigated the allegations properly. The meeting decided that any investigation could be traumatic for the children and doubted whether sufficient evidence would be gained.

Petra tried to pursue her complaint with the council, but it refused progress it to the second stage, so she approached us.

We found the council at fault for not following the statutory children's social care complaints process. And while the council claimed it did weigh up the evidence it may get from interviewing the children over the potential harm it may cause, it also failed to follow its own policy which said that any child or adult that reports a concern must be consulted.

The council agreed to our recommendations to apologise and agree a clear plan for interviewing the children. It also agreed to train staff, and review its procedures for how it investigates allegations, how it progresses complaints through the statutory process quickly, and how it works with foster carers to impress the importance of keeping photographs and possessions safe.

We also recommended a small financial payment to Petra and her two daughters to recognise the avoidable frustration and distress they were caused.



# Local Government complaint numbers & trends



## Environmental services, public protection and regulation

We received 1,714 complaints and enquiries in this area. We upheld 41% of detailed investigations.

### Refuse and recycling

The highest number of complaints and enquiries were about refuse and recycling, at 487. For many people the collection of their waste is one of the most visible functions of a local authority. Failure to properly collect waste can be a serious health hazard. A common complaint is that collections have been missed, although we often find during these investigations that councils have taken satisfactory steps to remedy this locally. When we find fault in refuse complaints, there are sometimes issues with how the council handles the initial complaint. We upheld 59% of detailed investigations in this area.

### Noise

We received 188 complaints and enquiries about noise nuisance. Complaints are usually about noise from a neighbouring house or business. Councils have a responsibility to investigate cases of alleged noise nuisance and to come to a decision on whether action needs to be taken to manage it. They will usually monitor the noise to determine whether it is classed as statutory nuisance. A common issue we find is delay in the process; either in taking action to assess whether the noise amounted to a nuisance, in taking action to reduce the noise or in informing the people involved on progress of the issue.

To put things right we may recommend that action is taken to address a statutory noise nuisance, such as acoustic works. If it is clear that proper action would have led to a reduction in the nuisance sooner, we will recommend a payment to recognise a loss of amenity.

### Anti-social behaviour

We received 203 complaints and enquiries about anti-social behaviour. Sometimes people complaining about these issues also experience problems with noise nuisance. Similar to noise complaints, the common faults we see include delays in taking action when action was promised, and failing to keep people informed effectively. If we find fault, we can recommend the council re-evaluates the issues and may include interviewing witnesses or reviewing with the police practical measures to control anti-social behaviour. We can recommend a payment to recognise avoidable distress. If a person's complaint is about a neighbour who is a social housing tenant, then we will signpost to the Housing Ombudsman who is the correct ombudsman to handle their unresolved complaint.

# Local Government complaint numbers & trends



## Highways and transport

We received 2,110 complaints and enquiries about highways and transport. We upheld 40% of detailed investigations, which is the lowest of all areas of our work.

### Fines

The area in which we received the most complaints and enquiries, at 751, was parking and traffic fines. For most issues related to this subject, there is a statutory process for challenging fines through a tribunal. Despite this, we still find a number of common issues, and because of the millions of penalties issued each year any improvement by councils in this area could benefit many people. We find cases where councils have not correctly informed people of their rights, particularly when making an informal challenge to a penalty charge notice. We also investigate complaints about how councils have taken recovery action on unpaid penalty charges.

### Repairs and traffic management

Most other highways and transport complaints and enquiries are about traffic management, and highway repairs and maintenance. Typically these include complaints about potholes, injury to people and damage to vehicles, parking permits and issues like road closures, speed restrictions or pavement obstructions.

Where we do find fault, many recommendations will include a financial element – either cancelling fines or fees, or a payment for the time and trouble in having to pursue the issue with us.

### Stories we heard

#### Traffic fines - failure to reverse fine

Dan and Kirsty received a penalty charge notice by post from the council for a moving traffic contravention. It contained a photograph of the car involved, but its vehicle registration was not the same as that on the notice itself. The council had clearly sent the notice to the couple in error and they wrote to point this out.

Although it was correctly addressed, Dan and Kirsty's letter to the council was returned marked 'addressee gone away'. Despite several letters and phone calls, the couple could not resolve the matter with the council and complained to us.

At our intervention, the council accepted it had been at fault and cancelled the penalty charge. It agreed to pay Dan and Kirsty £25 to recognise their time and trouble. However, this complaint should have been resolved earlier. The council's error was readily apparent and it should not have required the couple to come to us to get things sorted.



# Local Government complaint numbers & trends



## Housing

During the year we received 2,325 complaints and enquiries about housing, which is 7% fewer than in the previous year. Most were either about how councils allocate social housing, or their homelessness services. A smaller number were about the different ways authorities are involved with private sector housing, including licensing, enforcement activity in relation to disrepair and improvement, and other issues to do with the landlord/tenant relationship. We upheld 56% of housing investigations.

Although the responsibility for complaints about the provision and management of social housing passed to the Housing Ombudsman in April 2013, we still receive many enquiries from people who want to complain about these matters. We continue to work with the Housing Ombudsman in providing information about our respective roles, but we also urge councils to improve the advice about which Ombudsman people should complain to when they have made a final decision their complaints.

### Housing allocations

We received 916 complaints and enquiries about housing allocations and we upheld 51% of detailed investigations. Using our experience of those complaints we published a Focus Report, which highlighted some of the common failures in this area and acted as a timely reminder to councils of the need to ensure their allocation policies do not exclude certain vulnerable groups. Some of the recurring problems include poor handling of requests for medical priority, not updating housing applications following a change in circumstances, and failures in how exceptional circumstances are considered by applying blanket policies.

### Homelessness

We received 467 complaints and enquiries about homelessness, which is an 8% increase on the previous year. We also upheld 71% of detailed investigations.

Latest government statistics for England show that around a third of all households accepted as homeless, and around three quarters of all households placed in temporary accommodation, are in London<sup>5</sup>. 68% (317 out of 467) of our complaints and enquiries about homelessness were against London authorities. Recently we have seen complaints about council decisions – often but not only London boroughs – to offer accommodation outside the council's area.

We have also dealt with complaints about the way councils deal with private tenants who seek assistance when served with a notice to quit from their landlord. We have also seen evidence of 'gatekeeping', where councils

delay or avoid altogether taking a homelessness application. We continue to receive complaints that offers of temporary accommodation are unsuitable and that councils take too long to carry out reviews of the suitability of such accommodation.

In complaints about housing allocations and homelessness, injustice may be suffered by vulnerable individuals or by families. Sometimes it is clear what is needed to remedy the injustice, for example by the council making an offer of suitable accommodation or by giving additional priority to a housing application. Often the remedy will include some financial redress. Procedural change recommendations may include such things as reviewing standard processes to meet government guidance and improving the information given to local people.

<sup>5</sup> Statutory Homelessness: October to December Quarter 2015



# Local Government complaint numbers & trends



## Housing

### Stories we heard

#### Homelessness - housed out of area in unsuitable home

Anita is a single parent to three teenagers. She is on a low income and gets tax credit and Child Benefit support. The family were evicted from their London home when the landlord wanted the property back, and she applied to the council as homeless.

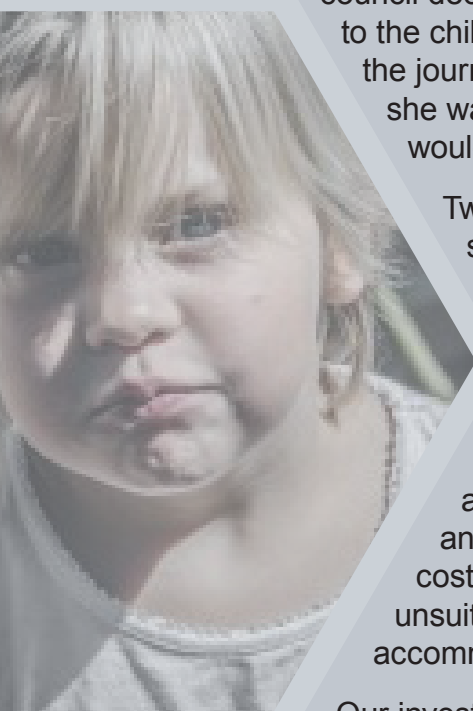
They were offered a three-bedroom home in a town in Essex as temporary accommodation while the council decided her homeless application. Anita was concerned about the distance to the children's schools and colleges and her job. These were in East London and the journey would take up to two hours. However she reluctantly accepted because she was advised it was the only property available and if she refused the council would consider its duty to her discharged.

Two months later Anita tried to request a review of the accommodation, stating she could not afford the significant additional transport costs; had the family been placed in London, the children would have been entitled to free bus travel. A homeless applicant, however, does not have a right to request a review of the suitability of the accommodation until a council has made a decision to accept a housing duty.

It took another month for the council to make a decision and accept a full housing duty as a homeless family in priority need. Anita lodged another review request, reiterating her concerns about the distance and costs. Ten weeks later the council concluded the temporary Essex home was unsuitable and placed the family on the transfer list for a move to more suitable accommodation.

Our investigation found the council took too long to decide the homeless application – no work happened on the case for around five months. Although the family would likely still have been placed in Essex because it was the only three-bedroom home available at the time, if the council had properly assessed the suitability of the home at the outset, taking into account the educational needs of the children, it would have recognised the need to transfer them nearer much sooner.

The council agreed to our recommendations to apologise and refund Anita the £3,000 spent on train fares over the period and pay her £500 to recognise the inconvenience and distress caused. It also offered suitable temporary accommodation in London around the time our investigation was completed.



# Local Government complaint numbers & trends



## Planning and development

We received 2,528 complaints and enquiries in this area and upheld 41% of investigations.

### Planning applications

A large proportion of complaints and enquiries we get in planning are about planning applications – there were 1,617 received in the year. The majority are from people who object to a planning application or a council's decision to grant planning permission.

Objectors do not have a right of an appeal about a planning decision; they can take independent action in court, but with the costs usually prohibitive, we are the only realistic way for people affected by a council's planning decision to get redress. We provide individuals with redress if council administrative faults have caused them a personal injustice. However, we do receive complaints from objectors not directly affected by a development.

In the complaints where we find fault, some of the common issues are failures around publicising applications or properly considering objections to applications, explaining the reasons for decisions and considering the impact on neighbouring properties.

If we find fault causing injustice, we can recommend action to lessen the impact of development, like changes to gardens or properties to reduce overlooking, access or noise issues. In some

cases, if the application was unlikely to have been approved but for the faults identified, we may recommend a financial payment to recognise the loss of value to a property. We may recommend procedural changes or training for staff, and members of the planning committee.

### Planning enforcement

We received 498 complaints and enquiries about planning enforcement. Once it is satisfied a planning contravention has taken place, a council must decide whether it is appropriate and practical to take enforcement action. There are time limits after which unauthorised development becomes immune from enforcement action, so we expect councils to investigate alleged contraventions within a reasonable timeframe. Enforcement action is discretionary, and any action taken should be proportionate to the breach identified. This means that formal action should not normally be taken unless informal negotiation fails.

A common issue raised in planning enforcement is a lack of communication. Even if we find no fault in the way a council handles the contravention itself, the failure to regularly update someone on progress invariably adds to their sense of frustration. Delays during which local people may

be suffering the consequences of unauthorised development are another problem, and on occasion result in the council losing planning control and the ability to take enforcement action.

As in planning application complaints, we would look to see if action can be taken to put right planning breaches. This may involve recommending the council takes appropriate formal enforcement action. If a council, through fault, loses planning control, we may recommend a payment to recognise a loss of amenity or value of property.

# Local Government complaint numbers & trends



## Planning and development

### Planning enforcement - failure to retain planning control



Johan complained that a neighbour's large terrace balcony affected his privacy by overlooking his garden.

The council approved the neighbour's planning application, subject to a condition requiring him to submit detailed plans of screening measures, and build according to those plans. The council had intended the condition to also reserve the right for it to decide whether the screening was satisfactory, but failed to do this. It had assured Johan that a 1.8 metre high screen would protect his privacy.

The neighbour submitted plans that the council found unsatisfactory. After it chased the neighbour for revised plans and got no response, it decided to start enforcement action. It was at this point, that it realised the planning condition was not worded as intended and the council had lost planning control. The neighbour had met its obligations by submitting plans and building to them.

Johan decided to plant a large number of trees in an effort to protect his privacy. It is estimated it would take 3 to 5 years for them to grow to the 6 metres needed to begin to screen the impact of the balcony.

The council agreed to our recommendations. These were to make a payment to Johan for the cost of planting the trees, for the impact of the balcony on his amenities until the trees provide screening, and for his time and trouble in pursuing the complaint.

## Corporate and other services



We received 988 complaints and enquiries registered about corporate and other services. We upheld 45% of detailed investigations.

Complaints in this area include: council contracts and business matters, leisure and culture, council land (when not related to planning), access to information and standards committees.

Complaints and enquiries about elections more than doubled on the previous year (from 30 to 62). This is likely due to the 2015 general election, although a number of complaints in this area were signposted to the Electoral Commission as the more appropriate body to investigate.

# Supporting local scrutiny

We encourage the use of our statistics to help inform scrutiny of local public services. This report publishes our statistics for all local authorities in one place so they can easily be compared with other areas. We also publish the data in spreadsheet format on our website together with annual review letters to local authorities.

It is important to remember, however, that these statistics should be a starting point for discussion on how complaints are dealt with in an area. Different levels of complaint numbers to the Ombudsman can be caused by many factors; it is too simplistic to imply they are connected directly to good or bad services in an area. For example, low numbers may reflect poor signposting to the Ombudsman and an inaccessible complaints procedure, or it may reflect good complaint handling locally.

Local councillors have an important part to play in scrutinising local services. Many local authorities tell us they share their information about complaints with councillors, and we encourage those authorities not already doing so to start. Below are some questions councillors may consider asking to get a picture of how complaints are handled locally.

## Questions for councillors

How does your council:

- > actively welcome feedback from service users about how it manages complaints?
- > report the outcomes and lessons learned from complaints to all members?
- > provide similar information that is easily accessible for the public?
- > consider how commissioned partners implement an effective complaints handling service?
- > clearly signpost its complaints procedure, including the right to come to the LGO, within all access points?

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Adur District Council	0	5	0	0	1	0	1	4	0	11
Allerdale Borough Council	1	2	1	0	2	0	0	23	0	29
Amber Valley Borough Council	0	4	0	0	2	0	1	13	0	20
Arun District Council	0	5	2	0	4	0	0	8	0	19
Ashfield District Council	0	5	3	0	0	1	2	4	0	15
Ashford Borough Council	0	7	3	0	3	0	2	8	0	23
Aylesbury Vale District Council	0	11	3	0	3	0	3	9	0	29
Babergh District Council	0	3	1	0	2	0	6	6	1	19
Barking and Dagenham London Borough Council	7	33	5	23	22	23	27	5	0	145
Barnet London Borough Council	20	48	4	17	15	42	38	32	3	219
Barnsley Metropolitan Borough Council	9	9	5	10	7	4	3	11	1	59
Barrow Borough Council	0	5	0	0	1	0	0	3	0	9
Basildon Borough Council	0	10	0	0	7	2	4	9	1	33
Basingstoke and Deane Borough Council	0	4	2	0	3	0	1	12	0	22
Bassetlaw District Council	0	3	1	0	2	2	5	7	0	20
Bath and North East Somerset Council	5	3	4	6	4	4	2	12	0	40
Bedford Borough Council	4	2	1	14	5	1	5	4	2	38
Bexley London Borough Council	6	25	3	13	7	5	12	6	1	78
Birmingham City Council	55	132	11	71	88	48	80	32	6	523
Blaby District Council	0	3	0	0	1	1	2	5	0	12
Blackburn with Darwen Council	9	9	1	13	5	3	0	2	0	42
Blackpool Borough Council	9	6	6	10	6	2	3	5	0	47
Bolsover District Council	0	2	4	0	1	0	1	2	0	10
Bolton Metropolitan Borough Council	6	9	2	8	8	2	2	5	1	43
Boston Borough Council	0	2	2	1	0	0	0	5	0	10
Bournemouth Borough Council	12	9	2	12	9	4	11	7	0	66
Bracknell Forest Council	4	1	1	8	1	1	2	7	1	26
Braintree District Council	0	4	2	1	1	0	1	4	0	13
Breckland District Council	0	2	2	0	1	0	1	9	0	15
Brent London Borough Council	17	24	3	15	13	42	52	14	3	183

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Brentwood Borough Council	0	6	0	0	0	0	0	3	0	9
Brighton and Hove City Council	27	13	4	28	4	12	13	21	1	123
Bristol City Council	14	33	15	23	24	18	28	28	0	183
Broadland District Council	1	0	0	0	2	0	1	6	0	10
Broads Authority	0	0	2	0	0	0	0	1	0	3
Bromley London Borough Council	35	39	7	20	8	8	38	17	1	173
Bromsgrove District Council	0	3	3	0	2	0	1	5	0	14
Broxbourne Borough Council	0	0	1	0	3	1	4	7	0	16
Broxtowe Borough Council	0	7	1	0	2	0	3	3	1	17
Buckinghamshire County Council	13	0	3	16	4	17	0	0	1	54
Burnley Borough Council	0	3	0	0	3	2	2	2	0	12
Bury Metropolitan Borough Council	13	5	1	11	13	5	2	3	0	53
Calderdale Metropolitan Borough Council	13	7	4	19	11	11	2	13	0	80
Cambridge City Council	0	2	0	0	4	0	7	4	0	17
Cambridgeshire County Council	15	0	5	26	1	10	0	0	0	57
Camden London Borough Council	14	10	6	9	8	25	38	11	4	125
Cannock Chase District Council	0	7	2	0	1	0	1	0	0	11
Canterbury City Council	1	4	3	1	3	0	5	11	0	28
Carlisle City Council	1	3	2	0	1	0	2	3	0	12
Castle Point Borough Council	0	4	1	0	3	0	3	2	0	13
Central Bedfordshire Council	7	7	4	12	4	7	6	18	0	65
Charnwood Borough Council	0	4	0	0	2	0	4	5	0	15
Chelmsford City Council	0	2	3	0	1	0	3	7	0	16
Cheltenham Borough Council	0	1	0	0	0	0	1	4	0	6
Cherwell District Council	0	4	2	0	4	3	4	16	0	33
Cheshire East Council	15	12	16	23	12	13	0	27	1	119
Cheshire West and Chester Council	6	8	11	14	9	10	3	13	1	75
Chesterfield Borough Council	0	1	1	0	0	2	3	0	0	7
Chichester District Council	0	3	1	0	1	2	2	11	0	20
Chiltern District Council	0	3	0	0	5	0	2	1	0	11

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Chorley Borough Council	0	5	0	0	1	0	2	3	0	11
Christchurch Borough Council	0	1	0	0	0	0	2	6	0	9
City of Bradford Metropolitan District Council	19	21	12	19	12	14	4	12	1	114
City of London	2	0	0	1	3	2	1	1	0	10
Colchester Borough Council	1	3	2	0	3	2	6	8	0	25
Copeland Borough Council	0	2	0	0	4	0	0	2	0	8
Corby Borough Council	0	3	2	0	6	1	4	1	0	17
Cornwall Council	46	21	9	50	13	15	9	73	1	237
Cotswold District Council	0	1	0	0	2	0	0	6	0	9
Coventry City Council	12	16	11	20	21	20	6	3	0	109
Craven District Council	0	0	2	0	2	0	1	3	0	8
Crawley Borough Council	0	3	0	0	2	1	9	4	2	21
Croydon London Borough Council	31	33	5	30	25	23	67	14	0	228
Cumbria County Council	10	2	2	30	2	7	0	0	0	53
Dacorum Borough Council	0	5	0	0	4	1	5	7	1	23
Darlington Borough Council	12	1	1	1	6	4	0	4	0	29
Dartford Borough Council	0	5	1	1	3	1	6	3	0	20
Dartmoor NPA	0	0	0	0	0	0	0	1	0	1
Daventry District Council	0	4	2	0	2	0	3	5	0	16
Derby City Council	12	11	2	24	7	3	3	3	1	66
Derbyshire County Council	36	1	2	38	3	15	0	1	0	96
Derbyshire Dales District Council	0	0	1	0	0	0	0	7	1	9
Devon County Council	42	0	6	60	5	33	0	2	0	148
Doncaster Metropolitan Borough Council	13	6	3	12	11	5	9	11	1	71
Dorset County Council	24	0	2	14	4	7	0	1	0	52
Dover District Council	0	4	0	0	2	2	3	3	0	14
Dudley Metropolitan Borough Council	6	6	4	13	14	9	11	9	1	73
Durham County Council	32	23	9	28	26	17	9	38	1	183
Ealing London Borough Council	19	28	8	19	17	35	34	20	3	183
East Cambs District Council	0	1	2	0	2	1	0	1	0	7



# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
East Devon District Council	1	3	3	0	2	0	4	10	0	23
East Dorset District Council	1	4	0	0	1	2	1	5	0	14
East Hampshire District Council	0	1	2	0	3	0	1	8	0	15
East Herts District Council	0	3	4	0	1	2	0	9	0	19
East Lindsey District Council	0	3	3	0	7	0	0	18	1	32
East Northamptonshire Council	0	1	1	0	2	0	1	5	0	10
East Riding of Yorkshire Council	15	5	6	15	8	9	3	14	0	75
East Staffordshire Borough Council	0	2	0	0	2	1	0	3	0	8
East Sussex County Council	51	0	4	32	1	7	0	2	0	97
Eastbourne Borough Council	0	12	1	1	3	0	5	1	0	23
Eastleigh Borough Council	0	1	0	0	0	0	4	9	0	14
Eden District Council	0	2	1	0	3	0	1	11	0	18
Elmbridge Borough Council	1	0	0	1	1	3	3	9	0	18
Enfield London Borough Council	16	41	3	13	6	16	47	14	1	157
Environment Agency	0	0	0	0	6	0	0	0	0	6
Epping Forest District Council	0	4	0	0	5	1	20	8	0	38
Epsom and Ewell Borough Council	0	5	0	0	3	2	1	8	0	19
Erewash Borough Council	1	2	1	0	2	1	0	5	1	13
Essex County Council	52	0	8	146	11	58	1	2	1	279
Exeter City Council	0	1	0	1	2	1	6	8	0	19
Exmoor NPA	0	0	0	0	0	0	0	0	0	0
Fareham Borough Council	0	2	0	0	1	1	0	4	1	9
Fenland District Council	0	5	0	0	7	1	3	13	1	30
Forest Heath District Council	1	0	0	0	0	0	1	3	0	5
Forest of Dean District Council	0	2	1	0	3	0	0	6	0	12
Fylde Borough Council	0	3	0	0	1	0	0	4	0	8
Gateshead Metropolitan Borough Council	7	2	6	8	12	6	9	6	2	58
Gedling Borough Council	0	3	1	0	0	0	3	6	0	13
Gloucester City Council	0	4	0	0	3	0	1	6	0	14
Gloucestershire County Council	23	0	4	24	1	10	0	0	0	62



# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Gosport Borough Council	0	7	1	0	1	1	3	1	0	14
Gravesham Borough Council	0	5	1	0	1	1	13	2	0	23
Great Yarmouth Borough Council	1	4	0	1	2	0	3	5	0	16
Royal Borough of Greenwich	16	24	4	25	11	9	37	9	2	137
Guildford Borough Council	0	1	2	1	0	1	2	8	1	16
Hackney London Borough Council	14	21	11	18	2	17	29	4	0	116
Halton Borough Council	3	1	1	13	5	4	0	4	0	31
Hambleton District Council	0	1	0	1	2	0	0	7	0	11
Hammersmith and Fulham London Borough Council	5	20	2	14	4	26	29	11	2	113
Hampshire County Council	37	0	4	58	4	15	0	1	0	119
Harborough District Council	0	3	2	0	4	0	1	10	0	20
Haringey London Borough Council	14	60	7	27	19	23	56	12	2	220
Harlow District Council	0	5	2	1	8	0	4	0	0	20
Harrogate Borough Council	0	1	1	1	4	1	2	11	1	22
Harrow London Borough Council	13	26	4	11	10	34	17	20	0	135
Hart District Council	0	1	0	0	0	1	0	4	1	7
Hartlepool Borough Council	3	4	2	2	2	0	1	5	0	19
Hastings Borough Council	0	6	2	0	2	1	5	8	0	24
Havant Borough Council	0	2	0	0	2	2	2	4	0	12
Havering London Borough Council	8	13	2	13	3	12	27	9	0	87
Herefordshire Council	10	3	5	13	5	7	3	13	3	62
Hertfordshire County Council	35	0	4	62	3	26	0	5	0	135
Hertsmere Borough Council	0	3	2	1	0	0	3	9	0	18
High Peak Borough Council	0	2	1	0	1	0	0	7	0	11
Hillingdon London Borough Council	16	20	4	19	3	8	36	11	4	121
Hinckley and Bosworth Borough Council	0	1	1	0	3	0	2	10	0	17
Horsham District Council	0	3	0	0	0	1	2	13	0	19
Hounslow London Borough Council	15	41	7	15	9	24	35	22	1	169
Huntingdonshire District Council	0	7	2	0	2	0	1	11	0	23
Hyndburn Borough Council	0	2	0	0	3	0	1	3	0	9

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Ipswich Borough Council	0	1	0	1	1	0	3	1	0	7
Isle of Wight Council	19	7	2	9	3	9	7	4	0	60
Council of the Isles of Scilly	0	0	0	1	0	1	0	0	0	2
Islington London Borough Council	13	9	4	12	6	14	31	9	2	100
Royal Borough of Kensington and Chelsea	8	7	3	9	3	17	18	9	2	76
Kent County Council	62	0	5	98	7	10	2	1	0	185
Kettering Borough Council	0	3	0	0	0	1	4	3	0	11
King's Lynn and West Norfolk Borough Council	0	1	4	0	3	1	1	7	1	18
Kingston upon Hull City Council	11	13	5	27	13	5	8	2	2	86
Royal Borough of Kingston upon Thames	9	10	1	7	3	16	20	5	1	72
Kirklees Metropolitan Borough Council	19	13	13	18	8	6	3	13	0	93
Knowsley Metropolitan Borough Council	8	1	1	8	1	2	5	1	0	27
Lake District NPA	0	0	1	0	0	1	0	1	0	3
Lambeth London Borough Council	16	53	15	20	14	29	86	7	3	243
Lancashire County Council	68	0	5	68	3	14	0	1	0	159
Lancaster City Council	0	4	2	0	2	0	3	1	0	12
Leeds City Council	24	27	16	56	30	15	22	26	1	217
Leicester City Council	17	16	9	25	11	9	12	4	1	104
Leicestershire County Council	22	1	5	30	4	16	0	2	0	80
Lewes District Council	0	6	2	0	2	0	2	5	1	18
Lewisham London Borough Council	22	39	5	31	12	7	37	9	0	162
Lichfield District Council	0	2	0	0	1	0	2	3	0	8
Lincoln City Council	0	6	2	0	7	1	9	2	1	28
Lincolnshire County Council	36	0	2	28	3	9	0	2	1	81
Liverpool City Council	33	42	18	31	31	11	6	6	2	180
Luton Borough Council	12	14	8	17	6	4	11	3	0	75
Maidstone Borough Council	0	7	2	0	4	4	7	19	0	43
Maldon District Council	0	3	2	0	1	1	2	7	0	16
Malvern Hills District Council	0	2	1	0	0	0	1	4	0	8
Manchester City Council	17	23	7	30	16	24	10	11	2	140

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Mansfield District Council	1	7	5	0	6	0	0	3	1	23
Medway Council	16	14	4	20	3	11	17	12	0	97
Melton Borough Council	0	1	0	0	0	0	0	1	0	2
Mendip District Council	0	3	3	0	5	1	1	10	0	23
Merton London Borough Council	7	11	3	11	3	20	10	5	0	70
Mid Devon District Council	0	0	0	0	3	0	3	4	1	11
Mid Suffolk District Council	0	1	4	0	2	1	2	5	0	15
Mid Sussex District Council	0	1	0	0	3	3	0	10	0	17
Middlesbrough Borough Council	6	9	4	8	4	4	0	3	0	38
Milton Keynes Council	7	8	5	5	6	8	13	4	2	58
Mole Valley District Council	0	1	0	0	1	0	1	10	1	14
New Forest District Council	0	1	4	0	3	2	2	10	0	22
New Forest NPA	0	0	2	0	0	0	0	6	0	8
Newark and Sherwood District Council	1	3	1	1	3	0	0	9	0	18
Newcastle City Council	11	15	2	13	6	7	8	3	3	68
Newcastle-under-Lyme Borough Council	1	13	3	0	2	1	2	11	0	33
Newham London Borough Council	10	24	14	19	11	66	86	9	4	243
Norfolk County Council	45	0	3	40	6	14	0	1	1	110
North Devon District Council	1	3	1	0	2	3	4	9	0	23
North Dorset District Council	0	5	0	0	1	0	1	3	0	10
North East Derbyshire District Council	0	3	2	0	3	0	2	9	0	19
North East Lincolnshire District Council	9	13	7	8	4	1	2	3	0	47
North Hertfordshire District Council	1	3	4	0	4	1	1	3	0	17
North Kesteven District Council	0	1	0	0	3	0	4	4	0	12
North Lincolnshire Council	7	2	1	7	3	5	0	9	1	35
North Norfolk District Council	0	3	1	1	4	0	0	5	0	14
North Somerset Council	5	27	5	14	9	5	3	10	0	78
North Tyneside Metropolitan Borough Council	6	10	5	13	3	5	6	7	1	56
North Warwickshire Borough Council	0	2	2	0	1	0	3	2	0	10
North West Leicestershire District Council	1	1	0	0	4	1	1	4	0	12

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
North York Moors NPA	0	0	0	0	0	0	0	3	0	3
North Yorkshire County Council	37	0	3	31	2	16	0	4	0	93
Northampton Borough Council	1	13	3	0	6	4	9	8	1	45
Northamptonshire County Council	23	0	4	73	2	13	1	1	0	117
Northumberland Council	9	5	11	18	6	11	5	22	1	88
Northumberland NPA	0	0	0	0	0	0	0	0	0	0
Norwich City Council	0	14	2	0	7	2	8	3	1	37
Nottingham City Council	18	17	8	28	12	13	3	4	2	105
Nottinghamshire County Council	37	0	4	37	2	15	0	0	0	95
Nuneaton and Bedworth Borough Council	0	2	1	0	4	0	1	1	2	11
Oadby and Wigston Borough Council	2	2	1	0	3	0	6	0	0	14
Oldham Metropolitan Borough Council	7	13	4	21	8	2	3	5	2	65
Oxford City Council	0	8	2	2	4	2	13	4	1	36
Oxfordshire County Council	22	0	3	21	2	9	0	2	0	59
Peak District NPA	0	0	1	0	0	0	0	2	0	3
Pendle Borough Council	0	6	0	0	2	1	1	5	0	15
Peterborough City Council	6	5	0	17	4	5	6	6	0	49
Plymouth City Council	13	17	6	15	15	14	4	17	1	102
Poole Borough Council	7	2	1	8	5	6	2	8	0	39
Portsmouth City Council	13	8	2	15	5	5	2	1	1	52
Preston City Council	0	6	1	0	2	1	3	8	2	23
Purbeck District Council	0	0	0	0	1	0	0	1	0	2
Reading Borough Council	8	7	3	12	3	13	9	4	1	60
Redbridge London Borough Council	23	23	7	23	6	28	18	32	3	163
Redcar and Cleveland Council	7	10	1	8	5	1	2	4	1	39
Redditch Borough Council	0	4	0	0	5	0	3	2	0	14
Reigate and Banstead Borough Council	0	5	0	0	2	1	1	12	0	21
Ribble Valley Borough Council	0	2	2	0	1	0	0	4	0	9
Richmond upon Thames London Borough Council	6	9	1	6	4	3	12	7	0	48
Richmondshire District Council	0	0	2	0	1	0	2	0	0	5

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Rochdale Metropolitan Borough Council	8	15	2	10	12	6	2	9	0	64
Rochford District Council	0	1	1	0	0	2	2	1	0	7
Rossendale Borough Council	0	4	0	0	3	0	0	2	0	9
Rother District Council	0	2	2	0	3	0	0	11	0	18
Rotherham Metropolitan Borough Council	6	4	3	17	3	3	4	1	2	43
Rugby Borough Council	0	1	0	0	1	0	0	5	0	7
Runnymede Borough Council	1	4	0	0	0	0	3	5	0	13
Rushcliffe Borough Council	0	4	0	0	0	0	0	3	0	7
Rushmoor Borough Council	1	2	0	0	3	0	2	1	0	9
Rutland County Council	1	2	3	3	0	0	0	1	0	10
Ryedale District Council	0	1	0	0	2	0	0	3	0	6
Salford City Council	13	26	5	17	12	7	3	6	1	90
Sandwell Metropolitan Borough Council	23	17	6	17	7	5	21	7	1	104
Scarborough Borough Council	1	3	5	0	10	4	3	7	0	33
Sedgemoor District Council	0	1	3	0	1	0	2	6	0	13
Sefton Metropolitan Borough Council	24	14	4	30	4	6	4	12	1	99
Selby District Council	0	4	0	0	3	1	7	8	0	23
Sevenoaks District Council	0	3	0	0	3	1	3	10	1	21
Sheffield City Council	32	24	12	34	23	40	25	8	1	199
Shepway District Council	0	5	3	0	1	3	5	4	0	21
Shropshire Council	22	7	4	8	8	4	3	26	1	83
Slough Borough Council	4	6	2	8	1	6	17	3	0	47
Solihull Metropolitan Borough Council	9	2	0	6	7	5	4	4	0	37
Somerset County Council	21	0	3	27	1	9	0	0	0	61
South Buckinghamshire District Council	0	2	0	0	1	0	0	7	0	10
South Cambridgeshire District Council	0	5	2	0	4	0	2	5	0	18
South Derbyshire District Council	0	1	0	0	2	0	1	6	0	10
South Downs NPA	0	0	0	0	0	1	0	1	0	2
South Gloucestershire Council	15	8	1	16	6	1	3	4	0	54
South Hams District Council	0	5	2	0	1	0	0	7	0	15

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
South Holland District Council	0	1	1	0	0	3	1	5	0	11
South Kesteven District Council	1	2	0	0	2	1	0	3	0	9
South Lakeland District Council	0	1	1	0	2	0	0	6	0	10
South Norfolk District Council	0	0	3	0	2	0	2	12	0	19
South Northamptonshire District Council	0	0	1	0	1	0	0	6	0	8
South Oxfordshire District Council	0	3	2	0	2	1	2	9	0	19
South Ribble Borough Council	0	2	3	1	2	0	0	2	1	11
South Somerset District Council	0	1	1	0	1	1	3	9	0	16
South Staffordshire District Council	0	2	0	0	2	0	0	6	1	11
South Tyneside Metropolitan Borough Council	10	1	4	14	4	5	8	4	1	51
Southampton City Council	10	7	7	18	12	5	5	3	0	67
Southern-on-Sea Borough Council	11	11	1	10	5	6	6	3	1	54
Southwark London Borough Council	9	30	5	16	15	14	72	12	3	176
Spelthorne Borough Council	0	1	0	0	1	1	4	5	0	12
St Albans City Council	0	6	2	0	4	3	1	11	0	27
St Edmundsbury Borough Council	0	1	0	0	0	0	2	7	0	10
St Helens Metropolitan Borough Council	9	2	2	4	9	4	0	6	0	36
Stafford Borough Council	0	0	2	0	4	0	0	17	1	24
Staffordshire County Council	38	0	3	39	4	14	1	3	1	103
Staffordshire Moorlands District Council	0	1	0	0	1	1	0	10	0	13
Stevenage Borough Council	0	4	1	0	0	1	8	2	2	18
Stockport Metropolitan Borough Council	17	11	6	18	5	5	5	11	0	78
Stockton-on-Tees Borough Council	2	3	2	15	7	3	2	5	0	39
Stoke-on-Trent City Council	12	20	3	20	13	8	5	5	1	87
Stratford-on-Avon District Council	0	1	0	0	1	0	1	6	0	9
Stroud District Council	0	2	0	0	0	0	5	9	0	16
Suffolk County Council	24	0	1	48	3	15	0	1	0	92
Suffolk Coastal District Council	0	1	0	0	0	1	3	5	0	10
Sunderland City Council	7	10	7	19	2	1	2	5	3	56
Surrey County Council	69	0	5	57	4	29	0	3	0	167

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Surrey Heath Borough Council	0	3	2	0	0	2	1	4	0	12
Sutton London Borough Council	8	8	2	14	3	4	11	13	0	63
Swale Borough Council	0	0	1	0	5	2	3	10	1	22
Swindon Borough Council	5	9	0	7	7	6	6	5	1	46
Tameside Metropolitan Borough Council	8	10	5	20	5	3	2	4	0	57
Tamworth Borough Council	0	2	2	0	2	0	6	1	0	13
Tandridge District Council	1	3	0	0	3	1	6	8	0	22
Taunton Deane Borough Council	0	0	2	0	0	0	1	14	0	17
Teignbridge District Council	0	2	0	0	6	0	6	9	0	23
Telford and Wrekin Borough Council	8	8	3	10	3	1	1	5	0	39
Tendring District Council	1	3	1	0	1	0	1	14	0	21
Test Valley Borough Council	0	0	0	0	0	1	0	4	0	5
Tewkesbury Borough Council	0	1	0	0	3	2	1	3	0	10
Thanet District Council	0	7	3	0	9	0	12	10	0	41
Three Rivers District Council	0	5	1	0	0	0	0	8	0	14
Thurrock Council	8	19	3	13	9	4	19	7	0	82
Tonbridge and Malling Borough Council	0	3	3	0	0	1	1	4	0	12
Torbay Council	7	6	9	14	9	11	2	9	1	68
Torridge District Council	0	0	1	0	2	3	2	11	2	21
Tower Hamlets London Borough Council	10	19	11	22	13	19	48	6	1	149
Trafford Metropolitan Borough Council	16	21	1	10	7	12	2	6	0	75
Transport for London	0	0	1	0	11	189	0	0	0	201
Tunbridge Wells Borough Council	0	4	0	0	0	3	3	11	0	21
Uttlesford District Council	0	2	0	0	1	0	1	7	0	11
Vale of White Horse District Council	0	8	1	0	1	1	1	9	0	21
Wakefield City Council	19	7	2	8	15	8	3	18	1	81
Walsall Metropolitan Borough Council	10	9	4	23	6	2	2	11	0	67
Waltham Forest London Borough Council	10	24	8	17	17	26	40	6	2	150
Wandsworth London Borough Council	9	22	4	13	5	5	26	13	2	99
Warrington Council	11	6	2	9	6	2	1	2	1	40

# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Warwick District Council	0	6	2	0	5	2	1	4	0	20
Warwickshire County Council	33	0	1	23	2	8	0	0	0	67
Watford Borough Council	1	7	4	0	2	2	8	1	0	25
Waveney District Council	0	8	2	0	0	1	0	0	0	11
Waverley Borough Council	0	5	2	0	2	2	4	11	0	26
Wealden District Council	2	4	2	0	4	0	3	8	0	23
Wellingborough Borough Council	0	4	1	0	1	2	2	3	0	13
Welwyn Hatfield Borough Council	0	3	1	0	4	0	7	4	3	22
West Berkshire Council	4	3	2	14	1	2	2	5	0	33
West Devon Borough Council	0	1	0	0	1	0	1	3	0	6
West Dorset District Council	0	1	1	0	1	0	0	8	0	11
West Lancashire Borough Council	0	2	1	0	4	0	2	5	1	15
West Lindsey District Council	0	1	1	0	1	0	0	11	0	14
West Oxfordshire District Council	0	2	0	0	4	2	1	5	0	14
West Somerset District Council	0	1	1	0	1	0	1	2	0	6
West Sussex County Council	43	0	6	36	6	18	0	6	0	115
Westminster City Council	6	52	3	8	14	14	30	5	0	132
Weymouth and Portland Borough Council	0	0	0	0	6	0	0	2	0	8
Wigan Metropolitan Borough Council	9	16	10	14	10	5	4	9	0	77
Wiltshire Council	19	5	5	34	10	11	6	18	1	109
Winchester City Council	0	6	1	0	2	1	5	17	2	34
Royal Borough of Windsor and Maidenhead	14	3	2	14	4	7	0	9	1	54
Wirral Metropolitan Borough Council	17	13	3	21	10	7	2	14	1	88
Woking Borough Council	1	1	3	0	2	2	2	1	0	12
Wokingham Borough Council	3	2	4	15	2	2	1	10	0	39
Wolverhampton City Council	7	6	8	20	5	7	8	3	0	64
Worcester City Council	0	4	0	0	3	2	3	2	0	14
Worcestershire County Council	20	0	3	28	2	7	0	1	0	61
Worthing Borough Council	0	2	1	0	2	0	3	1	0	9
Wychavon District Council	0	5	1	0	1	0	0	13	0	20



# Data sheets - complaints & enquiries received (by category) 2015-16

	Adult Social Care	Benefits & tax	Corporate & other services	Education & children's services	Environmental services, public protection & regulation	Highways & transport	Housing	Planning & development	Other	Total
Wycombe District Council	0	9	1	0	3	1	1	4	0	19
Wyre Borough Council	0	3	4	0	1	0	0	4	0	12
Wyre Forest District Council	0	1	0	0	2	2	1	1	1	8
York City Council	11	11	5	13	7	7	6	9	0	69
Yorkshire Dales NPA	0	0	0	0	0	0	0	2	0	2
<b>Totals</b>	<b>2526</b>	<b>2550</b>	<b>960</b>	<b>3234</b>	<b>1699</b>	<b>2085</b>	<b>2232</b>	<b>2522</b>	<b>167</b>	<b>17975</b>

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Adur District Council	0	0	5	3	1	0	0	9	0	0	100
Allerdale Borough Council	0	0	4	6	0	20	100	30	20	0	100
Amber Valley Borough Council	0	0	5	7	4	5	56	21	4	0	100
Arun District Council	0	1	5	8	1	2	67	17	0	1	100
Ashfield District Council	2	2	6	5	2	0	0	17	0	0	100
Ashford Borough Council	2	1	11	5	1	2	67	22	1	0	100
Aylesbury Vale District Council	0	2	7	8	4	4	50	25	1	2	100
Babergh District Council	1	2	7	6	3	3	50	22	2	0	100
Barking and Dagenham London Borough Council	6	7	66	45	16	7	30	147	6	1	100
Barnet London Borough Council	11	8	123	46	7	18	72	213	14	0	100
Barnsley Metropolitan Borough Council	4	2	28	10	8	6	43	58	5	0	100
Barrow Borough Council	0	0	5	0	4	1	20	10	1	0	100
Basildon Borough Council	1	0	19	9	2	2	50	33	2	0	100
Basingstoke and Deane Borough Council	1	0	6	12	1	3	75	23	2	0	100
Bassetlaw District Council	0	0	8	6	3	0	0	17	0	0	100
Bath and North East Somerset Council	4	0	11	9	9	9	50	42	6	0	100
Bedford Borough Council	3	0	12	10	9	2	18	36	0	1	100
Bexley London Borough Council	2	3	33	21	6	13	68	78	9	2	100
Birmingham City Council	22	30	264	104	36	71	66	527	60	5	100
Blaby District Council	0	0	4	7	0	2	100	13	1	0	100
Blackburn with Darwen Council	0	0	15	14	2	7	78	38	7	0	100
Blackpool Borough Council	4	0	18	12	9	7	44	50	6	1	100
Bolsover District Council	2	0	3	3	2	0	0	10	0	0	100
Bolton Metropolitan Borough Council	4	3	21	9	5	5	50	47	4	1	100
Boston Borough Council	0	0	2	5	2	0	0	9	0	0	100
Bournemouth Borough Council	2	2	32	17	10	10	50	73	8	1	100
Bracknell Forest Council	2	0	12	6	4	2	33	26	1	0	100
Braintree District Council	1	0	7	1	0	0	0	9	0	0	100
Breckland District Council	1	0	4	5	2	2	50	14	1	0	100
Brent London Borough Council	7	11	92	49	10	26	72	195	18	4	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Brentwood Borough Council	0	0	5	3	2	0	0	10	0	0	100
Brighton and Hove City Council	8	0	38	37	33	21	39	137	12	5	100
Bristol City Council	5	15	66	45	16	29	64	176	12	3	100
Broadland District Council	1	1	0	5	5	2	29	14	2	0	100
Broads Authority	0	0	0	2	0	0	0	2	0	0	100
Bromley London Borough Council	12	1	73	36	19	28	60	169	23	1	100
Bromsgrove District Council	0	0	4	4	2	6	75	16	5	1	100
Broxbourne Borough Council	1	0	3	5	6	3	33	18	2	0	100
Broxtowe Borough Council	2	1	5	4	3	0	0	15	0	0	100
Buckinghamshire County Council	6	1	18	25	5	5	50	60	5	0	100
Burnley Borough Council	0	2	4	5	2	0	0	13	0	0	100
Bury Metropolitan Borough Council	1	1	25	12	10	5	33	54	4	1	100
Calderdale Metropolitan Borough Council	3	0	28	23	11	12	52	77	11	0	100
Cambridge City Council	1	1	8	3	1	2	67	16	1	0	100
Cambridgeshire County Council	3	1	26	15	9	12	57	66	11	0	100
Camden London Borough Council	9	14	57	30	17	12	41	139	9	0	100
Cannock Chase District Council	1	1	5	3	1	1	50	12	1	0	100
Canterbury City Council	3	1	10	8	5	2	29	29	1	0	100
Carlisle City Council	0	0	3	3	3	0	0	9	0	0	100
Castle Point Borough Council	1	0	8	3	1	0	0	13	0	0	100
Central Bedfordshire Council	3	2	21	19	4	10	71	59	9	0	100
Charnwood Borough Council	1	1	7	2	2	1	33	14	0	0	100
Chelmsford City Council	1	2	11	2	1	0	0	17	0	0	100
Cheltenham Borough Council	0	1	1	2	1	1	50	6	0	0	100
Cherwell District Council	2	0	8	14	3	4	57	31	4	0	100
Cheshire East Council	7	2	41	34	25	20	44	129	16	3	100
Cheshire West and Chester Council	5	1	24	29	11	12	52	82	9	1	100
Chesterfield Borough Council	0	2	1	3	1	0	0	7	0	0	100
Chichester District Council	0	0	3	14	0	2	100	19	2	0	100
Chiltern District Council	1	0	5	4	0	0	0	10	0	0	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Chorley Borough Council	0	1	4	7	1	1	50	14	0	0	100
Christchurch Borough Council	1	0	4	2	2	0	0	9	0	0	100
City of Bradford Metropolitan District Council	6	2	44	36	16	12	43	116	7	0	100
City of London	0	0	3	5	0	0	0	8	0	0	100
Colchester Borough Council	2	3	12	4	1	1	50	23	0	0	100
Copeland Borough Council	0	0	3	3	2	0	0	8	0	0	100
Corby Borough Council	0	2	6	6	2	1	33	17	1	0	100
Cornwall Council	8	3	97	64	26	34	57	232	21	4	100
Cotswold District Council	0	0	4	1	2	1	33	8	1	0	100
Coventry City Council	5	3	51	28	11	11	50	109	8	1	100
Craven District Council	1	0	4	2	0	0	0	7	0	0	100
Crawley Borough Council	2	3	7	7	2	2	50	23	0	1	100
Croydon London Borough Council	10	10	110	41	20	21	51	212	21	0	100
Cumbria County Council	5	1	25	14	4	7	64	56	6	0	100
Dacorum Borough Council	2	1	15	3	5	2	29	28	0	0	100
Darlington Borough Council	1	1	5	8	5	12	71	32	9	2	100
Dartford Borough Council	2	0	9	5	3	1	25	20	1	0	100
Dartmoor NPA	1	0	0	0	0	0	0	1	0	0	100
Daventry District Council	0	0	8	5	2	0	0	15	0	0	100
Derby City Council	2	2	24	30	6	5	45	69	4	0	100
Derbyshire County Council	4	0	42	24	13	12	48	95	9	2	100
Derbyshire Dales District Council	1	0	5	2	0	1	100	9	0	0	100
Devon County Council	11	1	44	45	28	18	39	147	12	2	100
Doncaster Metropolitan Borough Council	2	4	37	17	13	10	43	83	7	0	100
Dorset County Council	1	0	20	16	6	5	45	48	4	0	100
Dover District Council	1	0	5	4	2	1	33	13	0	1	100
Dudley Metropolitan Borough Council	2	6	29	19	5	7	58	68	7	0	100
Durham County Council	10	3	48	74	33	25	43	193	16	2	100
Ealing London Borough Council	9	4	97	48	13	12	48	183	8	2	100
East Cambs District Council	0	0	2	5	1	2	67	10	1	0	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
East Devon District Council	1	0	6	7	8	8	50	30	6	1	100
East Dorset District Council	0	0	6	5	2	1	33	14	0	0	100
East Hampshire District Council	2	0	6	4	3	0	0	15	0	0	100
East Herts District Council	0	0	8	9	1	0	0	18	0	0	100
East Lindsey District Council	3	2	9	13	5	1	17	33	0	1	100
East Northamptonshire Council	1	1	5	3	3	1	25	14	0	0	100
East Riding of Yorkshire Council	2	1	30	18	15	10	40	76	5	1	100
East Staffordshire Borough Council	0	0	4	6	1	0	0	11	0	0	100
East Sussex County Council	9	0	32	30	22	28	56	121	26	1	100
Eastbourne Borough Council	3	0	13	3	1	5	83	25	3	2	100
Eastleigh Borough Council	0	0	4	4	5	1	17	14	1	0	100
Eden District Council	0	0	7	1	8	1	11	17	0	0	100
Elmbridge Borough Council	1	0	5	7	1	4	80	18	4	0	100
Enfield London Borough Council	7	5	76	38	8	25	76	159	19	2	100
Environment Agency	1	0	3	2	3	0	0	9	0	0	100
Epping Forest District Council	1	1	10	8	13	9	41	42	5	2	100
Epsom and Ewell Borough Council	0	0	2	8	2	4	67	16	2	1	100
Erewash Borough Council	1	1	4	3	1	3	75	13	2	0	100
Essex County Council	7	1	89	70	73	24	25	264	21	0	100
Exeter City Council	0	0	9	2	4	3	43	18	1	1	100
Exmoor NPA	0	0	0	0	0	0	0	0	0	0	100
Fareham Borough Council	1	0	5	1	1	0	0	8	0	0	100
Fenland District Council	2	1	14	8	2	2	50	29	2	0	100
Forest Heath District Council	1	0	1	2	0	3	100	7	2	0	100
Forest of Dean District Council	1	0	5	5	0	0	0	11	0	0	100
Fylde Borough Council	0	0	3	4	1	1	50	9	0	0	100
Gateshead Metropolitan Borough Council	2	6	22	17	5	2	29	54	2	0	100
Gedling Borough Council	0	1	4	4	1	0	0	10	0	0	100
Gloucester City Council	0	0	4	6	2	4	67	16	3	1	100
Gloucestershire County Council	4	0	25	16	16	5	24	66	5	0	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Gosport Borough Council	0	1	5	6	1	0	0	13	0	0	100
Gravesham Borough Council	2	3	8	7	3	0	0	23	0	0	100
Great Yarmouth Borough Council	1	0	8	7	0	0	0	16	0	0	100
Royal Borough of Greenwich	5	8	66	28	16	12	43	135	7	0	100
Guildford Borough Council	0	1	6	4	2	4	67	17	1	0	100
Hackney London Borough Council	6	6	52	31	11	12	52	118	10	0	100
Halton Borough Council	3	0	10	10	2	4	67	29	3	0	100
Hambleton District Council	0	0	5	3	1	0	0	9	0	0	100
Hammersmith and Fulham London Borough Council	5	10	41	42	8	12	60	118	7	0	100
Hampshire County Council	4	1	60	25	7	17	71	114	15	1	100
Harborough District Council	0	0	5	8	4	1	20	18	1	0	100
Haringey London Borough Council	10	14	89	55	14	32	70	214	28	2	100
Harlow District Council	0	3	9	6	2	1	33	21	1	0	100
Harrogate Borough Council	2	0	8	6	4	3	43	23	1	0	100
Harrow London Borough Council	5	1	63	34	17	16	48	136	13	0	100
Hart District Council	2	0	2	2	0	1	100	7	1	0	100
Hartlepool Borough Council	0	0	7	4	4	1	20	16	0	0	100
Hastings Borough Council	2	0	10	6	2	3	60	23	1	1	100
Havant Borough Council	1	0	7	4	1	0	0	13	0	0	100
Havering London Borough Council	4	5	44	21	9	14	61	97	9	1	100
Herefordshire Council	4	0	24	10	15	14	48	67	7	2	100
Hertfordshire County Council	5	1	66	29	24	17	41	142	14	2	100
Hertsmere Borough Council	0	0	8	3	5	3	38	19	0	0	100
High Peak Borough Council	0	0	4	4	2	2	50	12	1	1	100
Hillingdon London Borough Council	7	5	55	24	18	11	38	120	9	0	100
Hinckley and Bosworth Borough Council	0	0	5	3	3	0	0	11	0	0	100
Horsham District Council	0	0	6	7	2	3	60	18	3	0	100
Hounslow London Borough Council	7	4	86	40	12	29	71	178	21	2	100
Huntingdonshire District Council	0	0	8	11	1	1	50	21	0	0	100
Hyndburn Borough Council	1	0	4	2	0	1	100	8	1	0	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Ipswich Borough Council	0	1	3	3	1	0	0	8	0	0	100
Isle of Wight Council	0	0	25	11	5	14	74	55	11	1	100
Council of the Isles of Scilly	0	0	1	1	0	0	0	2	0	0	100
Islington London Borough Council	6	10	42	20	11	10	48	99	7	1	100
Royal Borough of Kensington and Chelsea	5	2	30	22	13	8	38	80	6	0	100
Kent County Council	3	1	74	44	28	34	55	184	30	1	100
Kettering Borough Council	0	0	3	4	2	2	50	11	1	1	100
King's Lynn and West Norfolk Borough Council	2	1	8	4	1	2	67	18	2	0	100
Kingston upon Hull City Council	3	4	41	24	3	8	73	83	6	0	100
Royal Borough of Kingston upon Thames	2	3	31	16	4	5	56	61	4	0	100
Kirklees Metropolitan Borough Council	4	2	34	27	7	13	65	87	9	0	100
Knowsley Metropolitan Borough Council	0	0	15	8	1	4	80	28	3	0	100
Lake District NPA	0	0	0	3	0	0	0	3	0	0	100
Lambeth London Borough Council	13	26	103	57	26	26	50	251	19	3	100
Lancashire County Council	5	0	65	36	15	33	69	154	29	1	100
Lancaster City Council	1	1	2	5	1	2	67	12	1	0	100
Leeds City Council	8	12	66	68	33	22	40	209	13	3	100
Leicester City Council	7	3	48	29	11	16	59	114	13	0	100
Leicestershire County Council	7	0	30	32	10	7	41	86	5	2	100
Lewes District Council	1	0	9	7	1	1	50	19	1	0	100
Lewisham London Borough Council	6	1	93	29	15	18	55	162	15	1	100
Lichfield District Council	2	0	4	2	2	0	0	10	0	0	100
Lincoln City Council	0	5	10	6	4	2	33	27	2	0	100
Lincolnshire County Council	6	1	38	14	13	9	41	81	8	0	100
Liverpool City Council	12	2	72	44	17	21	55	168	18	1	100
Luton Borough Council	2	1	27	28	10	5	33	73	5	0	100
Maidstone Borough Council	1	0	11	16	7	8	53	43	3	1	100
Maldon District Council	1	0	5	8	2	1	33	17	0	1	100
Malvern Hills District Council	0	0	2	5	0	1	100	8	1	0	100
Manchester City Council	7	5	64	42	13	28	68	159	21	1	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Mansfield District Council	1	0	10	11	1	3	75	26	2	1	100
Medway Council	3	3	41	30	8	19	70	104	14	2	100
Melton Borough Council	0	0	1	0	0	0	0	1	0	0	100
Mendip District Council	1	0	11	4	4	13	76	33	2	0	100
Merton London Borough Council	2	2	28	25	11	11	50	79	7	3	100
Mid Devon District Council	0	2	2	4	3	0	0	11	0	0	100
Mid Suffolk District Council	1	1	6	1	2	4	67	15	1	2	100
Mid Sussex District Council	0	0	3	8	6	2	25	19	1	0	100
Middlesbrough Borough Council	3	0	16	11	4	6	60	40	5	0	100
Milton Keynes Council	2	5	21	20	6	9	60	63	9	0	100
Mole Valley District Council	1	1	4	6	1	0	0	13	0	0	100
New Forest District Council	0	0	5	14	2	2	50	23	1	0	100
New Forest NPA	0	1	1	3	2	1	33	8	1	0	100
Newark and Sherwood District Council	0	0	7	5	1	6	86	19	3	1	100
Newcastle City Council	4	5	33	13	10	2	17	67	2	0	100
Newcastle-under-Lyme Borough Council	0	0	18	10	5	2	29	35	2	0	100
Newham London Borough Council	15	13	108	69	16	27	63	248	20	1	100
Norfolk County Council	8	0	43	29	9	8	47	97	6	0	100
North Devon District Council	3	1	10	6	4	2	33	26	1	0	100
North Dorset District Council	0	0	4	3	2	2	50	11	0	1	100
North East Derbyshire District Council	1	0	7	6	2	0	0	16	0	0	100
North East Lincolnshire District Council	1	0	18	20	3	4	57	46	2	1	100
North Hertfordshire District Council	0	0	7	7	3	0	0	17	0	0	100
North Kesteven District Council	2	0	2	6	2	0	0	12	0	0	100
North Lincolnshire Council	3	0	18	5	3	3	50	32	3	0	100
North Norfolk District Council	1	0	5	4	2	1	33	13	0	1	100
North Somerset Council	3	1	32	14	7	15	68	72	12	0	100
North Tyneside Metropolitan Borough Council	2	2	22	20	8	5	38	59	3	1	100
North Warwickshire Borough Council	0	0	3	5	1	0	0	9	0	0	100
North West Leicestershire District Council	0	0	8	1	4	1	20	14	0	0	100



# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
North York Moors NPA	0	0	2	1	0	0	0	3	0	0	100
North Yorkshire County Council	5	0	30	29	19	19	50	102	18	0	100
Northampton Borough Council	2	2	20	18	2	6	75	50	5	1	100
Northamptonshire County Council	4	1	52	23	10	17	63	107	17	0	100
Northumberland Council	2	1	36	23	14	11	44	87	9	1	100
Northumberland NPA	0	0	0	0	0	0	0	0	0	0	100
Norwich City Council	4	3	14	15	1	7	88	44	5	1	100
Nottingham City Council	9	3	40	33	14	13	48	112	9	1	100
Nottinghamshire County Council	8	0	33	31	9	10	53	91	9	1	100
Nuneaton and Bedworth Borough Council	2	1	1	4	0	2	100	10	2	0	100
Oadby and Wigston Borough Council	0	0	10	5	0	2	100	17	1	0	100
Oldham Metropolitan Borough Council	5	0	32	20	7	5	42	69	2	0	100
Oxford City Council	7	8	11	10	2	2	50	40	1	0	100
Oxfordshire County Council	2	1	18	19	8	7	47	55	4	0	100
Peak District NPA	0	0	1	2	0	1	100	4	1	0	100
Pendle Borough Council	0	0	5	7	2	2	50	16	1	0	100
Peterborough City Council	3	0	28	11	3	4	57	49	2	0	100
Plymouth City Council	4	1	46	26	12	19	61	108	16	0	100
Poole Borough Council	3	0	15	10	9	3	25	40	2	1	100
Portsmouth City Council	4	1	25	12	3	2	40	47	2	0	100
Preston City Council	2	0	7	5	4	2	33	20	1	0	100
Purbeck District Council	0	0	2	0	1	1	50	4	0	0	100
Reading Borough Council	7	1	22	12	10	5	33	57	3	1	100
Redbridge London Borough Council	5	2	70	54	18	13	42	162	10	0	100
Redcar and Cleveland Council	1	1	23	6	4	1	20	36	1	0	100
Redditch Borough Council	0	0	7	3	2	0	0	12	0	0	100
Reigate and Banstead Borough Council	0	0	11	4	3	4	57	22	1	0	100
Ribble Valley Borough Council	0	0	4	2	1	1	50	8	1	0	100
Richmond upon Thames London Borough Council	4	1	19	15	9	11	55	59	9	1	100
Richmondshire District Council	0	2	0	2	0	1	100	5	0	0	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
Rochdale Metropolitan Borough Council	2	2	30	22	6	7	54	69	4	1	100
Rochford District Council	1	0	5	2	1	0	0	9	0	0	100
Rossendale Borough Council	0	0	7	1	3	2	40	13	1	0	100
Rother District Council	1	0	5	7	4	2	33	19	1	0	100
Rotherham Metropolitan Borough Council	4	2	19	10	8	9	53	52	9	0	100
Rugby Borough Council	0	0	0	4	2	2	50	8	1	0	100
Runnymede Borough Council	1	0	4	4	2	1	33	12	1	0	100
Rushcliffe Borough Council	0	0	5	0	0	1	100	6	1	0	100
Rushmoor Borough Council	0	0	7	0	0	0	0	7	0	0	100
Rutland County Council	1	0	1	6	1	0	0	9	0	0	100
Ryedale District Council	0	0	2	2	2	0	0	6	0	0	100
Salford City Council	4	3	45	22	7	6	46	87	5	0	100
Sandwell Metropolitan Borough Council	9	7	52	21	5	11	69	105	10	0	100
Scarborough Borough Council	5	2	10	8	4	0	0	29	0	0	100
Sedgemoor District Council	0	0	6	5	3	1	25	15	0	0	100
Sefton Metropolitan Borough Council	7	1	52	22	8	12	60	102	9	0	100
Selby District Council	0	0	8	8	3	2	40	21	2	0	100
Sevenoaks District Council	1	0	5	9	6	1	14	22	1	0	100
Sheffield City Council	8	10	72	63	24	21	47	198	19	2	100
Shepway District Council	1	2	6	6	6	0	0	21	0	0	100
Shropshire Council	5	3	29	18	15	15	50	85	10	0	100
Slough Borough Council	2	2	23	8	6	8	57	49	6	0	100
Solihull Metropolitan Borough Council	1	0	15	11	5	10	67	42	7	0	100
Somerset County Council	2	0	36	12	4	14	78	68	12	1	100
South Buckinghamshire District Council	0	1	4	3	2	1	33	11	0	0	100
South Cambridgeshire District Council	1	0	8	5	7	3	30	24	1	0	100
South Derbyshire District Council	1	1	2	4	1	0	0	9	0	0	100
South Downs NPA	0	0	0	1	0	1	100	2	1	0	100
South Gloucestershire Council	4	0	24	13	11	8	42	60	5	1	100
South Hams District Council	0	0	5	6	8	2	20	21	1	0	100

# Data sheets - complaints & enquiries decided (by outcome) 2015-16

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Total	Complaints remedied by LGO	Complaints remedied by Authority	Compliance rate (%)
South Holland District Council	1	1	1	6	3	0	0	12	0	0	100
South Kesteven District Council	0	0	3	5	1	0	0	9	0	0	100
South Lakeland District Council	0	1	2	6	1	0	0	10	0	0	100
South Norfolk District Council	0	0	4	11	4	2	33	21	1	1	100
South Northamptonshire District Council	0	1	1	4	0	1	100	7	0	0	100
South Oxfordshire District Council	0	0	5	8	5	4	44	22	3	1	100
South Ribble Borough Council	2	0	4	3	0	0	0	9	0	0	100
South Somerset District Council	0	0	4	6	6	1	14	17	1	0	100
South Staffordshire District Council	1	0	4	0	2	7	78	14	4	0	100
South Tyneside Metropolitan Borough Council	2	1	18	11	12	6	33	50	4	0	100
Southampton City Council	3	2	34	14	5	7	58	65	6	1	100
Southern-on-Sea Borough Council	4	1	25	12	7	7	50	56	4	0	100
Southwark London Borough Council	9	21	69	42	13	22	63	176	19	1	100
Spelthorne Borough Council	0	0	7	4	0	1	100	12	0	0	100
St Albans City Council	0	0	15	4	3	4	57	26	2	1	100
St Edmundsbury Borough Council	0	0	4	3	2	1	33	10	0	0	100
St Helens Metropolitan Borough Council	0	0	11	13	6	4	40	34	2	1	100
Stafford Borough Council	1	0	3	8	3	3	50	18	1	1	100
Staffordshire County Council	5	1	48	25	12	15	56	106	13	0	100
Staffordshire Moorlands District Council	0	0	6	5	2	0	0	13	0	0	100
Stevenage Borough Council	1	4	6	2	1	3	75	17	0	0	100
Stockport Metropolitan Borough Council	4	0	38	20	6	4	40	72	3	0	100
Stockton-on-Tees Borough Council	5	0	12	8	8	12	60	45	6	3	100
Stoke-on-Trent City Council	7	2	36	26	6	12	67	89	7	2	100
Stratford-on-Avon District Council	0	0	4	3	4	0	0	11	0	0	100
Stroud District Council	1	2	3	5	8	0	0	19	0	0	100
Suffolk County Council	7	0	36	27	13	8	38	91	7	0	100
Suffolk Coastal District Council	0	0	2	6	3	0	0	11	0	0	100
Sunderland City Council	8	2	22	14	5	8	62	59	6	2	100
Surrey County Council	10	0	71	46	16	20	56	163	18	0	100

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Surrey Heath Borough Council	0	0	5	4	0	1	100	10	1	0	100
Sutton London Borough Council	5	4	24	19	6	7	54	65	5	0	100
Swale Borough Council	2	0	11	8	1	1	50	23	1	0	100
Swindon Borough Council	3	3	26	11	3	4	57	50	2	0	100
Tameside Metropolitan Borough Council	4	1	24	12	2	7	78	50	4	1	75
Tamworth Borough Council	0	2	5	3	2	2	50	14	0	1	100
Tandridge District Council	2	3	6	5	6	2	25	24	2	0	100
Taunton Deane Borough Council	0	1	9	1	2	1	33	14	0	0	100
Teignbridge District Council	0	0	13	2	3	2	40	20	2	0	100
Telford and Wrekin Borough Council	0	0	16	11	8	7	47	42	5	1	100
Tendring District Council	0	1	3	7	4	3	43	18	1	0	100
Test Valley Borough Council	0	0	2	4	1	0	0	7	0	0	100
Tewkesbury Borough Council	0	0	3	4	1	3	75	11	1	1	100
Thanet District Council	2	2	20	13	3	1	25	41	1	0	100
Three Rivers District Council	0	0	4	7	3	1	25	15	0	0	100
Thurrock Council	3	4	41	22	5	9	64	84	7	1	100
Tonbridge and Malling Borough Council	0	0	5	6	2	0	0	13	0	0	100
Torbay Council	6	1	21	20	12	10	45	70	9	0	100
Torridge District Council	2	0	6	7	5	3	38	23	3	0	100
Tower Hamlets London Borough Council	7	11	78	35	13	9	41	153	7	1	100
Trafford Metropolitan Borough Council	2	0	26	21	5	17	77	71	12	0	100
Transport for London	8	3	95	79	6	7	54	198	3	3	100
Tunbridge Wells Borough Council	0	1	8	6	2	2	50	19	2	0	100
Uttlesford District Council	0	0	6	3	3	1	25	13	1	0	100
Vale of White Horse District Council	0	0	13	5	1	2	67	21	1	0	100
Wakefield City Council	3	3	20	24	18	7	28	75	6	0	100
Walsall Metropolitan Borough Council	5	0	31	18	6	7	54	67	5	0	100
Waltham Forest London Borough Council	4	5	54	58	11	18	62	150	13	0	100
Wandsworth London Borough Council	7	6	39	26	8	26	76	112	10	1	100
Warrington Council	1	2	15	11	5	9	64	43	8	1	100

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Warwick District Council	2	2	7	6	3	1	25	21	1	0	100
Warwickshire County Council	3	1	23	22	6	4	40	59	4	0	100
Watford Borough Council	0	0	16	9	1	0	0	26	0	0	100
Waveney District Council	1	0	5	3	0	2	100	11	2	0	100
Waverley Borough Council	2	1	5	10	4	4	50	26	3	0	100
Wealden District Council	0	0	7	6	5	1	17	19	0	0	100
Wellingborough Borough Council	1	0	5	2	4	2	33	14	1	0	100
Welwyn Hatfield Borough Council	3	4	10	3	4	3	43	27	2	1	100
West Berkshire Council	2	0	13	9	5	5	50	34	4	0	100
West Devon Borough Council	0	0	3	0	0	4	100	7	4	0	100
West Dorset District Council	0	0	7	3	1	3	75	14	3	0	100
West Lancashire Borough Council	2	1	6	2	4	0	0	15	0	0	100
West Lindsey District Council	1	0	5	1	0	3	100	10	3	0	100
West Oxfordshire District Council	0	1	4	6	3	0	0	14	0	0	100
West Somerset District Council	0	0	2	0	0	2	100	4	2	0	100
West Sussex County Council	5	0	42	44	14	9	39	114	6	0	100
Westminster City Council	8	6	58	36	8	20	71	136	17	1	100
Weymouth and Portland Borough Council	0	0	3	3	2	0	0	8	0	0	100
Wigan Metropolitan Borough Council	3	2	33	28	7	12	63	85	8	2	100
Wiltshire Council	6	1	33	34	19	21	53	114	16	1	100
Winchester City Council	2	5	13	6	2	3	60	31	1	0	100
Royal Borough of Windsor and Maidenhead	4	0	28	14	7	4	36	57	3	0	100
Wirral Metropolitan Borough Council	8	1	27	25	14	21	60	96	18	0	100
Woking Borough Council	0	1	3	5	3	2	40	14	2	0	100
Wokingham Borough Council	2	1	13	8	6	10	63	40	7	0	100
Wolverhampton City Council	1	2	30	24	10	6	38	73	4	1	100
Worcester City Council	0	0	6	5	3	4	57	18	2	0	100
Worcestershire County Council	2	2	21	12	8	8	50	53	6	1	100
Worthing Borough Council	0	0	2	5	3	1	25	11	1	0	100
Wychavon District Council	0	0	7	6	3	2	40	18	2	0	100

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Wycombe District Council	0	0	8	5	3	5	63	21	2	2	100
Wyre Borough Council	0	0	5	5	2	0	0	12	0	0	100
Wyre Forest District Council	0	1	5	2	1	0	0	9	0	0	100
York City Council	2	4	14	26	9	13	59	68	12	0	100
Yorkshire Dales NPA	0	0	0	1	2	0	0	3	0	0	100
<b>Totals</b>	<b>876</b>	<b>569</b>	<b>7406</b>	<b>4968</b>	<b>2162</b>	<b>2237</b>	<b>51</b>	<b>18218</b>	<b>1648</b>	<b>155</b>	<b>99.94</b>