

Local Government
OMBUDSMAN

**ACSeS Eastern Branch Meeting
8 May 2009**

LGO Advice Team

Provisional data 2008/09 (run on 28/4/09)

Complaints received by category

Category	2007/2008 (from Ann report)
Adult care services	679
Benefits	1,004
Children and family services	737
Education	1,509
Housing	3,741
Other	2,902
Planning and building control	3,930
Local tax/public finance	1,118
Transport and highways	2,008
Total	17,628

Forwarded to investigation team, by category

Category (Comtrac only)	2008/2009 (provisional)
Adult care services	449
Benefits	380
Children and family services	431
Education	1,819
Housing	1,965
Other	1,843
Planning and building control	2,365
Public finance	446
Transport and highways	1,005
Total	10,703

Provisional data 2008/09 (run on 28/4/09)

Decisions			Decisions	
Decision	2007/2008 (from Annual Report)	%	2008/2009 (provisional not inc COIN)	%
Local Settlement	2,939	15.9%	2,743	23.5%
Reports	119	0.6%	143	1.2%
No Mal	5,024	27.2%	4,662	39.9%
Ombudsman's Discretion	2,887	15.7%	2,497	21.4%
Outside Jurisdiction	2,489	13.5%	1,507	12.9%
Premature	4,984	27.0%	141	1.2%
Total excl 26(5)	13,458		11,552	
Total excl 26(5) & OJ	10,969		10,045	
Total	18,442		11,693	100.0%
LS as % of decs excl 26(5) & OJ	26.8%		27.3%	
LS & reports	3058		2886	
LS & reports as % of decs excl 26(5) & OJ	27.9%		28.7%	

Provisional data 2008/09

Decision	2007/2008 (from Annual Report)	2008/2009 (provisional Comtrac)
Local Settlement	2,939	2,743
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Total	18,442	11,693

Why are we changing?

- > Feedback from users
- > External environment
- > Public value

The Vision

- > Modern accessible gateway
- > One point of entry for all users
- > LGO AT will be the essential first step
- > A new emphasis on telephone, text and email contact.

The Vision (2)

- > No ordinary call centre
- > No scripts or push-button options
- > Customer focused, efficient and helpful
- > The right information at the right time
- > In ways that everyone can understand
- > Treat each caller as an individual
- > Highly trained, professional advisers

The new team will

- > Give advice
- > Accept oral complaints
- > Draft statements of complaint
- > Refer premature complaints to Councils
- > Identify joint investigation
- > Signposting

Benefits for complainants

- > We are more accessible and customer focused
- > Expectations will be managed from the outset
- > Better equipped to make choices
- > Speedier resolution
- > Higher quality service

Benefits for the Ombudsmen

- > Address premature complaints at source
- > Well-defined complaints
- > Informed complainants, accurate expectations
- > Investigators can focus on substantive complaints
- > Efficiencies
- > Improved Service
- > Reputation
- > Respond to Government agenda

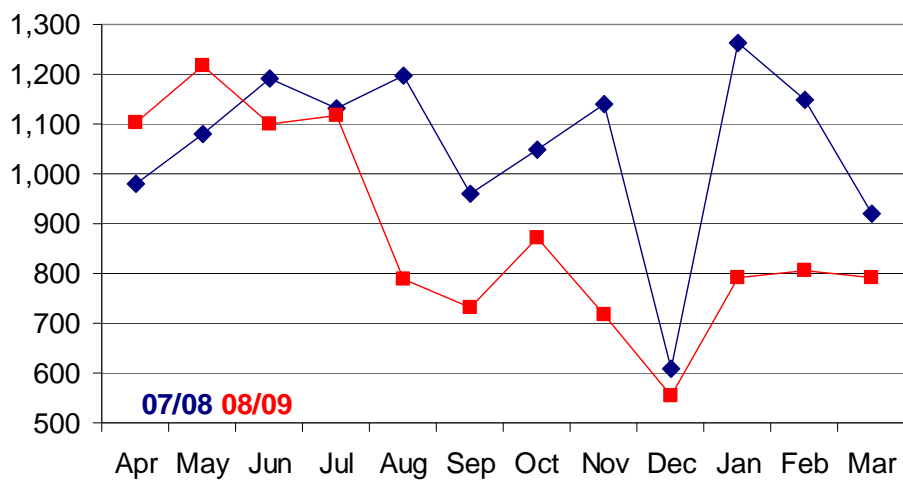
Benefits for Local Authorities

- > Quicker complaint handling
- > More chance to resolve issues
- > Clearer articulation of complaints
- > More consistency through single filter
- > Less wasted effort on fruitless complaints

Practicalities

- > People
- > Processes
- > ICT
- > Communications
- > Premises
- > Live on 1 April 2008

Complaints Received (excluding premature)



Council First

Forwarded to Inv team	310
Forwarded to Inv Team – Ex 1 Education	52
Forwarded to Inv Team – Ex 2 Homelessness	23
Forwarded to Inv Team – Ex 3 CYP	9
Forwarded to Inv Team – Ex 4 Multiple body	12
Forwarded to Inv Team – Ex 7 Unreasonable Delay	18
Forwarded to Inv Team – Ex 8 Disadvantaged	36
Forwarded to Inv Team - (26(5) resubmission)	113
Forwarded to Inv Team – (possible joint PHSO)	1
Forwarded to Inv Team – (pre advice given)	14
Total	588

Future challenges

Evolution

- > Growth in call numbers
- > Growth in email
- > Growth in on line complaint forms
- > Fulfil original role

Future challenges Revolution

- > Council First
- > New jurisdictions

Recent **developments**

- > Regulatory Reform Order (RRO) 2007
- > Local Government and Public Involvement in Health Act 2007
- > LGO Advice Team 2008

Future developments

New jurisdictions:

- > Adult care
- > Internal Management of Schools