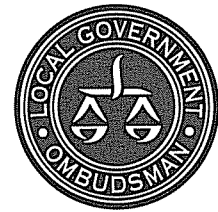


April 2008

KENT COUNTY COUNCIL

14 APR 2008

DP + FOI CO-ORDINATOR



The Commission for
Local Administration in England

To Chief Executives of Local Authorities
and other bodies within jurisdiction

Our ref: PC/5/2/1//RPR

If telephoning please contact: Lesley Pettigrew on 020 7217 4694
or, if using email, send to: l.pettigrew@lgo.org.uk

Tony Redmond
Chairman

Nigel Karney
Secretary

Dear Chief Executive

Local Government Ombudsman – provisional complaint statistics

I enclose our provisional end-of-year statistics, together with notes to aid interpretation, to give you an opportunity to raise any queries you may have. These statistics will be incorporated into our Annual Letter to your Council.

I enclose our main Local Authority Report, together with detailed printouts of the cases covered by the three tables shown, which will help you check the accuracy of the statistics and may also be of use in any more detailed analysis you wish to do. These detailed lists include complainants' personal information, and so will not, of course, form part of the published statistics.

We are working to a tight timetable to get Annual Letters to all councils by the end of June so **the deadline for queries is 2 May 2008**, but it would be helpful if you could contact us with any queries before then. Your contact for queries is **Lesley Pettigrew**, whose telephone number and email address are given above.

I am sending a copy of this letter and enclosures to your Council's Ombudsman link officer.

Thank you for your co-operation.

Yours sincerely

Nigel Karney
Deputy Chief Executive and Secretary

cc: Council's Ombudsman link officer
Enc: Local authority report and detailed printouts
Explanatory notes

10th Floor Millbank Tower
Millbank London SW1P 4QP
Tel 020 7217 4620 Fax 020 7217 4621
DX 149243 Victoria 13
www.lgo.org.uk

Local Government Ombudsman provisional statistics 2007/08



The Commission for
Local Administration in England

The deadline for queries on these figures is

Friday 2 May 2008

Your contact for queries is:

Lesley Pettigrew

Tel: 020 7217 4694

Email: l.pettigrew@lgo.org.uk

List of enclosures:

- **Notes to aid interpretation of figures.**
- **Provisional Local Authority Report** – the final version of this will form part of the Annual Letter to your Authority in June.
- **Complaints received** – printout of complaints received in the year 2007/08, broken down by service area (*see note 2 attached*).
- **Decisions** – printout of complaints on which decisions were made by the LGO in the year 2007/08, broken down by type of decision (*see note 3 attached*).
- **Response times** – printout of complaints on which enquiries were made to your Authority during 2007/08, showing response times (*see notes 4 and 5 attached*).

Notes to assist interpretation of the Commission's provisional local authority statistics

1. Local authority report

This information will form an integral part of the Annual Letter to your council, which the Ombudsman will send to you in June 2008. Again this year, the Annual Letter will be published on our website, at www.lgo.org.uk

The detailed information in the printouts is confidential.

2. Complaints received

This information shows the number of complaints received by the LGO, broken down by service area and in total within the periods given. These figures include complaints that are made prematurely to the LGO (see below for more explanation) and that we refer back to the council for consideration. The figures may include some complaints that we have received but where we have not yet contacted the council.

3. Decisions

This information records the number of decisions made by the LGO, broken down by outcome, within the periods given. **This number will not be the same as the number of complaints received**, because some complaints are made in one year and decided in the next. Below we set out a key explaining the outcome categories.

MI reps: where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.

LS (local settlements): decisions by letter discontinuing our investigation because action has been agreed by the authority and accepted by the Ombudsman as a satisfactory outcome for the complainant.

M reps: where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no injustice to the complainant.

NM reps: where the LGO has concluded an investigation and issued a formal report finding no maladministration by the council.

No mal: decisions by letter discontinuing an investigation because we have found no, or insufficient, evidence of maladministration.

Omb disc: decisions by letter discontinuing an investigation in which we have exercised the Ombudsman's general discretion not to pursue the complaint. This can be for a variety of reasons, but the most common is that we have found no or insufficient injustice to warrant pursuing the matter further.

Outside jurisdiction: these are cases which were outside the Ombudsman's jurisdiction.

Premature complaints: decisions that the complaint is premature. The LGO does not normally consider a complaint unless a council has first had an opportunity to deal with that complaint itself. So if someone complains to the LGO without having taken the matter up with a council, the LGO

Complaints received by subject area	Adult care services	Children and family services	Education	Other	Planning & building control	Public finance	Social Services - other	Transport and highways	Total
01/04/2007 - 31/03/2008	11	22	79	8	2	1	0	23	146
2006 / 2007	14	10	65	4	27	0	0	28	148
2005 / 2006	14	15	90	10	8	0	3	15	155

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Premature complaints	Total excl premature	Total
01/04/2007 - 31/03/2008	0	25	0	0	49	23	21	22	118	140
2006 / 2007	1	17	0	0	33	40	25	26	116	142
2005 / 2006	0	29	0	0	42	37	13	23	121	144

See attached notes for an explanation of the headings in this table.

Average local authority response times 01/04/2007 to 31/03/2008

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2007 - 31/03/2008	78	29.4
2006 / 2007	62	29.5
2005 / 2006	86	23.5

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	57.2	21.2	21.6
Unitary Authorities	39.1	50.0	10.9
Metropolitan Authorities	58.3	30.6	11.1
County Councils	44.1	41.2	14.7
London Boroughs	45.5	21.2	33.3
National Park Authorities	71.4	14.3	14.3