

Subject: Local Government Ombudsman
Annual Letter for the year ended
31st March 2010 and Annual
Complaints Review 2009/10

Status: For Publication

Report to: Performance Scrutiny Committee
Full Council

Date: 28th September 2010
14th October 2010

Report of: Director of Business & Director of Customers and Communities

Portfolio

Holders: Finance and Resources & Customer Services

Key Decision: No

1. PURPOSE OF REPORT

- 1.1 To inform Members of the improvements contained within with Local Government Ombudsman's Annual Letter for the year ended 31st March 2010.
- 1.2 To provide Members with an annual update on activities within the Complaints and Feedback Process.

2. CORPORATE PRIORITIES

- 2.1 The matters discussed in this report impact directly on the following corporate priorities and associated corporate objective.
- Delivering Quality Services to Customers
 - Providing Value for Money Services

3. RISK ASSESSMENT IMPLICATIONS

- 3.1 There are no specific risk issues for members to consider arising from this report.

4. BACKGROUND AND OPTIONS

Ombudsman Complaints

4.1 The Local Government Ombudsman provides an Annual Summary of Complaints they have received against the Council in period 1st April 2009 to 31st March 2010. A copy of this letter is attached as Appendix A.

4.2 The Ombudsman's Annual Letter is briefly summarised as follows:

4.3 Decisions were made on 32 complaints against the Council and are broken down as follows:

Maladministration:	1
Local Settlement:	2
No Maladministration:	27
Ombudsman's Discretion:	2
Total:	32

4.4 During 2009/10 a Maladministration Report was issued against the Council, Lancashire County Council and the Environment Agency with regard to a long-running complaint carried out in conjunction with the Parliamentary Health Service Ombudsman. This complaint related to enforcement powers and resulted in the Council apologising and paying the complainant £9,500 in compensation. This was a 10% portion of the compensation awarded and the remainder was paid by the other two Authorities. This Maladministration Report was reported to the relevant Council Committees and a Joint Working Agreement has been signed by all three Authorities to ensure that suitable protocols are in place for the future.

4.5 Out of the 32 complaints decided on by the Local Government Ombudsman during 2009/10, 27 of these decisions were 'No Maladministration'.

4.6 An example of 'No Maladministration' decisions includes 8 complaints against the Environmental Health Service. These complaints were from one street regarding the same issue. When closing the complaint, the Investigator noted: *I have seen no evidence of maladministration by the Council causing you injustice*'.

4.7 The Local Government Ombudsman requires responses to their investigation enquiries within 28 calendar days. The start date of this response time is taken from the date of the Ombudsman's correspondence, and not the date that the letter is received by the Council. To that end, the Council's response deadlines fall in line with the Ombudsman's dates to ensure that the end of year figures are the same. The average response time for 2009/10 is 22.3 days which is an improvement on last year's figure of 44.0 days.

4.8 The response figures are broken down as follows:

Time Period	No. 1st Enquiries Received	Average Response time
09/10	12	22.3
08/09	3	44.0
07/08	10	22.8
06/07		41.1

4.9 As the statistical information shows, the average response time has decreased from 44.0 in 2008/09 to 22.3 days in 2009/10. This is a significant improvement on the previous year. The Ombudsman has noted this result and has stated: *This is a welcome improvement on last year's figure of 44 days*.

4.10 Since the 2008/09 Annual Letter, there have been a number of improvements across services to ensure the Ombudsman complaint responses are priorities and answered promptly. The Council has an internal deadline of 20 days to respond, to allow the response to be checked by the Legal Department.

4.11 The 2008/09 Annual Letter highlighted concerns regarding the response times with respect to the Development Control Unit. During 2009/10 a clear system for handling Ombudsman complaints has been established. All complaints are co-ordinated by the Business Unit Manager and when that member of staff is not present, cover is in place.

4.12 When dealing with Ombudsman enquiries correspondence is done mainly through email which speeds up the response process. The weekly monitoring system highlights any outstanding enquiries and Liaison Officers are able to work with departments to ensure the Ombudsman receives a timely response. This process works well unless large quantities of information are required. In cases where lots of information is required by the Ombudsman it is more effective to send hard copy information, particularly where over-sized plans are required.

4.13 The current number of open Ombudsman complaints as at the date of publication of this report (10th September 2010) is as follows:

Service Area	Number of complaints
Council Tax	3 (provisional decision has been issued, closure imminent)
Regeneration	1

Liaison Officer's Report

4.14 The Council has allocated the administration of Ombudsman complaints to one office in Committee and Member Services. Throughout 2009/10 the Officer has been keeping a record of the contact kept with the Ombudsman's Office and her report is summarised below:-

- 4.14.1 The Liaison Officer has been working hard to build a positive relationship with the Ombudsman staff. This has been a complex matter, as the Ombudsman has moved to a more 'Advice Centre' set up. This means that complaints are sent to a central point in Coventry, may be subject to a preliminary investigation and then may be distributed to an Investigator for formal investigation.
- 4.14.2 The move to an Advice Centre format has resulted in the Liaison Officer having less preliminary contact with Investigators with whom good relationships have been built. The additional contact with Advice Centre staff has not caused any significant issues, however it can be sometimes difficult to establish what is an investigation, a premature complaint or a preliminary enquiry.

Proactive Measures

- 4.14.3 To ensure that Elected Members have an understanding of the work of the Ombudsman service, an article was included in the November 2009 issue of the Members Bulletin. The intention of this was to ensure that Elected Members were able to give the correct advice to constituents. In addition, information from the Ombudsman is distributed to all new/re-elected Members in their Induction Pack.
- 4.14.4 The Council has responded on a consultation exercise carried out by the Ombudsman which asked for the views of Local Authorities on a proposal to publish complaint outcomes on the website.
- 4.14.5 The Liaison Officer provides weekly figures to the Service Assurance Team, along with a brief summary of open investigations.
- 4.14.6 The Liaison Officer has been proactively contacting the Ombudsman to update them on closed complaints. For example a planning enforcement complaint may be closed but the complainant may be advised to re-contact the Ombudsman should they feel no progress has been made after 6 months. The Liaison Officer monitors complaints such as these and provides regular, unprompted updates.
- 4.14.7 One issue that the Liaison Officer has encountered is that there have been occasional miscommunications between Ombudsman departments. For example, in the case of the Maladministration report, the Liaison Officer sent regular updates to the Ombudsman's Office between January and March 2010, detailing proof of advertisement, proof of apology and compensation and evidence that the matter had been reported to the relevant Council meetings. In April 2010 the Liaison Officer was contacted by an Investigative Officer and asked to provide this information, which resulted in repetitive work and sourcing of proof that this had already been done.
- 4.14.8 The Liaison Officer has bi-monthly meetings or meets as required with the Assistant Head of Legal to discuss Ombudsman Complaints and any issues arising from this.

Customer Complaints and Feedback

4.15 A weekly summary report continues to be produced for the Senior Management Team, copied to Portfolio Holders, showing progress with the resolution of complaints by service area against the customer service target of providing a response within 10 working days of acknowledging receipt. The cumulative number of compliments received by service area during each quarter is also reported.

Complaints

4.16.1 An analysis of complaint data by service area, comparing average days to deal with complaints in 2007/08, 2008/09 and 2009/10 is attached at Appendix B.

4.16.2 It is encouraging to note a further reduction year on year in overall complaints received, down from 110 in 2008/09 to 99 in 2009/10 (-10.0%). Compared with 2007/08, the reduction in complaints is 47.6%.

4.16.3 Development Control maintained the trend of a continuing reduction in complaints seen in previous years, down by a further 11 to 18 (-37.9%) in 2009/10, with an average time to deal of 8.4 days.

4.16.4 Complaints regarding Council Tax Recovery, a service administered by Capita, have doubled year on year to 20. However, 14 of the 20 complaints (70%) were from the Rossendale CAB and concerned alleged errors by bailiffs acting on behalf of the Council to recover arrears of Council Tax. Three of these cases are the subject of ongoing enquiry by the Ombudsman.

4.16.5 The overall average time to deal with complaints across all service areas was 6.6 days, well within the target of 10 days.

4.17 The methods used by customers to register formal complaints about the Council were as follows:

Complaint Method	April 2007 - March 2008		April 2008 - March 2009		April 2009 - March 2010	
	No. of complaints	% of total	No. of complaints	% of total	No. of complaints	% of total
Feedback form	41	21.7	16	14.5	24	24.2
E-mail	54	28.6	30	27.3	37	37.4
On-line form	17	9.0	6	5.4	3	3.0
Letter	58	30.7	40	36.4	21	21.2
Telephone	16	8.4	10	9.1	10	10.1
Ombudsman referral	2	1.1	6	5.5	4	4.1
Via Area Forum	1	0.5	-	-	-	-
Face to face at One Stop Shop	-	-	2	1.8	-	-
Total	189		110		99	

E-mail has proved to be the most popular medium used to register a complaint in 2009/10, with over 1/3 of customers choosing to contact RBC this way.

- 4.18 Analysis of the root cause of complaints was implemented for 2007/08, with complaints being categorised into 7 main types. The table at [Appendix C](#) shows the breakdown of complaint types by service area. In overall terms, the breakdown of complaints over the past three years is as follows:

Complaint type	2007/08		2008/09		2009/10	
	No. of complaints	% of total	No. of complaints	% of total	No. of complaints	% of total
Technical/legal/regulatory	36	19.0	21	19.1	33	33.3
Poor communication	19	10.1	6	5.5	13	13.2
Delayed response/lack of response	46	24.3	19	17.3	13	13.2
Complaint against named officer	9	4.8	15	13.6	6	6.1
Complaint received via MP	2	1.1	1	0.9	1	1.1
Complaint received via Councillor	3	1.6	-	-	3	3.1
Complaint re RBC policy or procedure	74	39.1	48	43.6	30	-
Total	189		110		99	

- 4.19 As an adjunct to the complaint investigation and response process, officers are required to assess whether or not the complaint was justified, based on the outcome of the investigation. Out of the total number of complaints received, 25 (25.3%) were adjudged to be justified whilst 70 (70.7%) were adjudged to be unjustified. A further 4 (4.0%) were regarded as partially justified. [Appendix D](#) shows the breakdown of these cases by service area.

Compliments

- 4.20 During 2009/10, a total of 89 compliments were received and an analysis of those compliments by service area is attached at [Appendix E](#). Whilst this is a reduction of 69 on 2008/09, that year included an exceptional number of 94 customer compliments for the improvements introduced for the canvass for the 2008 Electoral Roll. The underlying trend of compliments is however very encouraging, with customers increasingly prepared to provide positive feedback when a job has been well done.

COMMENTS FROM STATUTORY OFFICERS:

5. SECTION 151 OFFICER

- 5.1 There are no financial implications arising from this report.
- 5.2 The Council does however face the risk of financial penalty should the Ombudsman find against the Council in any existing or future complaints.

6. MONITORING OFFICER

- 6.1 The legal implications have been included within the report. In addition to Ombudsman investigations the Monitoring Officer has statutory responsibility to

consider and where necessary investigate illegality, maladministration or statutory breaches which may in turn also be reported to Council.

7. HEAD OF PEOPLE AND POLICY (ON BEHALF OF THE HEAD OF PAID SERVICE)

7.1 There are no Human Resources implications.

8. CONCLUSION

8.1 There has been a significant improvement in the response times for the year 2009/10 and protocols have been put in place to ensure that this improvement continues.

9. RECOMMENDATION(S)

9.1 That Members note the content of the Local Government Ombudsman's Annual Letter for the period 1st April 2009 to 31st March 2010.

10. CONSULTATION CARRIED OUT

10.1 Committee and Member Services Manager, Ombudsman Liaison Officer and Customer Services Staff.

11. COMMUNITY IMPACT ASSESSMENT

Is a Community Impact Assessment required No

Is a Community Impact Assessment attached No

12. BIODIVERSITY IMPACT ASSESSMENT

Is a Biodiversity Impact Assessment required No

Is a Biodiversity Impact Assessment attached No

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Background Papers	
Document	Place of Inspection
Local Government Ombudsman Annual Letter 2009/10	www.lgo.org.uk

**The Local Government Ombudsman's
Annual Review**

Rossendale Borough Council

**for the year ended
31 March 2010**

Local Government Ombudsmen (LGOs) provide a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, we aim to get it put right by recommending a suitable remedy. We also use the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual reviews.

Contents of Annual Review

Section 1: Complaints about Rossendale Borough Council 2009/10	3
Introduction.....	3
Enquiries and complaints received	3
Complaint outcomes	3
Liaison with the Local Government Ombudsman	4
Training in complaint handling	4
Conclusions	4
Section 2: LGO developments	5
Introduction.....	5
New schools complaints service launched	5
Adult social care: new powers from October	5
Council first.....	5
Training in complaint handling	6
Statements of reasons	6
Delivering public value	6
Appendix 1: Notes to assist interpretation of the statistics 2009/10	7
Appendix 2: Local authority report 2009/10	

Section 1: Complaints about Rossendale Borough Council 2009/10

Introduction

This annual review provides a summary of the complaints we have dealt with about Rossendale Borough Council. I hope that the review will be a useful addition to other information your authority holds on how people experience or perceive your services.

There are two appendices to the review: statistical data for 2009/10 and a note to help the interpretation of the statistics.

Enquiries and complaints received

Our Advice Team deals with all initial contacts to the Ombudsmen and advises people who want to make a complaint. The Advice Team recorded 26 enquiries about your Council in 2009/10, 17 of which were complaints for my office to consider. The Council had not had an opportunity to consider and respond to three complaints and these were referred to you, as premature.

Complaint outcomes

In any one year, there can be a difference in the number of complaints received and the number of decisions made by my office. This is because some decisions will have been made on complaints received in the previous year and not all the complaints received in 2009/10 will have been decided by 31 March.

We made decisions on 32 complaints during the year.

Reports

When we complete an investigation, we generally issue a report. This year we issued one report involving your Council. This resulted from a long-running and very complex investigation by me and the Parliamentary Ombudsman that also involved the County Council and a government department into the way that enforcement powers had been considered in relation to illegal waste disposal. The report found that the Borough Council had done far more than the other bodies to try to fulfil its responsibilities, and should therefore only be liable for 10% of compensation recommended. This led to the Borough Council apologising and agreeing to pay £9,500 compensation.

Local settlements

We will often discontinue enquiries into a complaint when a council takes or agrees to take action that we consider to be a satisfactory response – we call these local settlements. 26.9% of all decisions on complaints in the Ombudsmen's jurisdiction were local settlements. Of the decisions on complaints about your authority, two were settled in this way.

One concerned a complaint of antisocial behaviour by a neighbour, this being settled by the Council agreeing to start a formal investigation.

The other complaint concerned advice given by the Council in relation to a boundary dispute. The Council agreed to meet the costs of the complainant's solicitor and surveyor. It also agreed to pay £250 compensation for the loss of a shed, destroyed as a result of the dispute.

Liaison with the Local Government Ombudsman

My office made enquiries of the Council on 12 occasions, the responses being received on average in 22.3 days, against my target of 28 days. This is a welcome improvement on last year's figure of 44 days.

Training in complaint handling

Part of our role is to provide advice and guidance about good administrative practice. We offer training courses for all levels of local authority staff in complaints handling and investigation. All courses are presented by experienced investigators. They give participants the opportunity to practise the skills needed to deal with complaints positively and efficiently. We can also provide customised courses to help authorities to deal with particular issues. I note that the Council was represented on an open course provided for officers from a number of authorities earlier this year.

We have extended the range of courses we provide and I have enclosed some information on the full range of courses available together with contact details for enquiries and bookings.

Conclusions

The relatively small number of contacts between my office and the Council does not enable me to draw generalise conclusions, but no significant problems have been noted.

If there are any issues that you wish to discuss, I or one of my senior colleagues would be happy to meet with the Council.

**Mrs A Seex
Local Government Ombudsman
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June 2010

Section 2: LGO developments

Introduction

This annual review also provides an opportunity to bring councils up to date on developments in the LGO and to seek feedback.

New schools complaints service launched

In April 2010 we launched the first pilot phase of a complaints service extending our jurisdiction to consider parent and pupil complaints about state schools in four local authority areas. This power was introduced by the Apprenticeships, Skills, Children and Learning Act 2009.

The first phase involves schools in Barking and Dagenham, Cambridgeshire, Medway and Sefton. The Secretary of State no longer considers complaints about schools in these areas. In September the schools in a further 10 local authority areas are set to join the pilot phase.

We are working closely with colleagues in the pilot areas and their schools, including providing training and information sessions, to shape the design and delivery of the new service. It is intended that by September 2011 our jurisdiction will cover all state schools in England.

A new team in each office now deals with all complaints about children's services and education on behalf of the Ombudsman. Arrangements for cooperation with Ofsted on related work areas have been agreed.

For further information see the new schools pages on our website at www.lgo.org.uk/schools/

Adult social care: new powers from October

The Health Act 2009 extended the Ombudsmen's powers to investigate complaints about privately arranged and funded adult social care. These powers come into effect from 1 October 2010 (or when the Care Quality Commission has re-registered all adult care providers undertaking regulated activity). Provision of care that is arranged by an individual and funded from direct payments comes within this new jurisdiction.

Each Ombudsman has set up a team to deal with all adult social care complaints on their behalf. We expect that many complaints from people who have arranged and funded their care will involve the actions of both the local authority and the care provider. We are developing information-sharing agreements with the Care Quality Commission and with councils in their roles as adult safeguarding leads and service commissioners.

Council first

We introduced our Council first procedure in April last year. With some exceptions, we require complainants to go through all stages of a council's own complaints procedure before we will consider the complaint. It aims to build on the improved handling of complaints by councils.

We are going to research the views of people whose complaints have been referred to councils as premature. We are also still keen to hear from councils about how the procedure is working, particularly on the exception categories. Details of the categories of complaint that are normally treated as exceptions are on our website at www.lgo.org.uk/guide-for-advisers/council-response

Training in complaint handling

Demand for our training in complaint handling has remained high, with 118 courses delivered over the year to 53 different authorities. Our core Effective Complaint Handling course is still the most popular – we ran some of these as open courses for groups of staff from different authorities. These are designed to assist those authorities that wish to train small numbers of staff and give them an opportunity to share ideas and experience with other authorities.

The new Effective Complaint Handling in Adult Social Care course, driven by the introduction of the new statutory complaints arrangements in health and adult social care in April 2009, was also popular. It accounted for just over a third of bookings.

Over the next year we intend to carry out a thorough review of local authority training needs to ensure that the programme continues to deliver learning outcomes that improve complaint handling by councils.

Statements of reasons

Last year we consulted councils on our broad proposals for introducing statements of reasons on the individual decisions of an Ombudsman following the investigation of a complaint. We received very supportive and constructive feedback on the proposals, which aim to provide greater transparency and increase understanding of our work. Since then we have been carrying out more detailed work, including our new powers. We intend to introduce the new arrangements in the near future.

Delivering public value

We hope this information gives you an insight into the major changes happening within the LGO, many of which will have a direct impact on your authority. We will keep you up to date through LGO Link as each development progresses, but if there is anything you wish to discuss in the meantime please let me know.

Mindful of the current economic climate, financial stringencies and our public accountability, we are determined to continue to increase the efficiency, cost-effectiveness and public value of our work.

**Mrs A Seex
Local Government Ombudsman
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June 2010

Appendix 1: Notes to assist interpretation of the statistics 2009/10

Table 1. LGO Advice Team: Enquiries and complaints received

This information shows the number of enquiries and complaints received by the LGO, broken down by service area and in total. It also shows how these were dealt with, as follows.

Premature complaints: 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 will either refer it back to the council as a 'premature complaint' to see if the council can itself resolve the matter, or give advice to the enquirer that their complaint is premature.

Advice given: These are enquiries where the LGO Advice Team has given advice on why the LGO would not be able to consider the complaint, other than the complaint is premature. For example, the complaint may clearly be outside the LGO's jurisdiction.

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

Table 2. Investigative Team: Decisions

This information records the number of decisions made by the LGO Investigative Team, broken down by outcome, within the period given. **This number will not be the same as the number of complaints forwarded from the LGO Advice Team** because some complaints decided in 2009/10 will already have been in hand at the beginning of the year, and some forwarded to the Investigative Team during 2009/10 will still be in hand at the end of the year. 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 LGO 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 LGO'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 LGO's jurisdiction.

Table 3. Response times

These figures record the average time the council takes to respond to our first enquiries on a complaint. We measure this in calendar days from the date we send our letter/fax/email to the date that we receive a substantive response from the council. The council's figures may differ somewhat, since they are likely to be recorded from the date the council receives our letter until the despatch of its response.

Table 4. Average local authority response times 2009/10

This table gives comparative figures for average response times by authorities in England, by type of authority, within three time bands.

LGO Advice Team

Enquiries and complaints received	Housing	Public Finance inc. Local Taxation	Planning and building control	Other	Total
Formal/informal premature complaints	1	2	0	0	3
Advice given	0	1	3	2	6
Forwarded to investigative team (new)	0	4	2	11	17
Total	1	7	5	13	26

Investigative Team

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	1	2	0	0	27	2	0	32

Average local authority resp times 01/04/2009 to 31/03/2010

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2009 / 31/03/2010	12	22.3
2008 / 2009	3	44.0
2007 / 2008	10	22.8

Types of authority	<= 28 days %	29 - 35 days %	> = 36 days %
District Councils	61	22	17
Unitary Authorities	68	26	6
Metropolitan Authorities	70	22	8
County Councils	58	32	10
London Boroughs	52	36	12
National Parks Authorities	60	20	20


Complaints to RBC by Service Area and Average Response Times

Service Area	2007/08			2008/09			2009/10		
	Total complaints	% of total	Average days to deal	Total complaints	% of total	Average days to deal	Total complaints	% of total	Average days to deal
Development Control	57	30.2	11.5	29	26.4	13.3	18	18.2	8.4
Refuse & Cleansing	45	23.8	3.4	11	10.0	2.5	9	9.1	4.7
Capita - Benefits	12	6.3	2.8	9	8.2	3.0	13	13.1	6.5
Capita - BIU	0	0.0	0	1	0.9	8.0	0	0.0	0.0
Capita - Call Centre	3	1.6	9.3	5	4.6	3.8	3	3.0	8.7
Capita - Council Tax	23	12.2	5.2	14	12.8	3.4	13	13.1	5.5
Capita - Council Tax Recovery	10	5.3	3.8	10	9.1	3.3	20	20.2	6.6
Capita - NNDR	0	0.0	0	1	0.9	2.0	0	0.0	0.0
Capita - One Stop Shop	1	0.5	8.0	4	3.6	3.8	0	0.0	0.0
Communities	0	0.0	0.0	3	2.7	1.7	7	7.1	2.6
Executive Office	4	2.1	9.3	1	0.9	11.0	0	0.0	0.0
Customer Services & ICT	5	2.6	7.6	4	3.6	8.8	2	2.0	5.0
Emergency Planning	0	0.0	0	1	0.9	7.0	0	0.0	0.0
Environmental Health	3	1.6	3.3	3	2.7	5.0	4	4.0	11.5
Licensing	5	2.6	3.0	2	1.8	12.5	3	3.0	6.7
Property Services	4	2.1	8.0	1	0.9	12.0	3	3.0	3.0
Facilities Management	2	1.1	36.0	0	0.0	0.0	0	0.0	0.0
Forward Planning	1	0.5	2.0	0	0.0	0.0	1	1.0	4.0
Legal	2	1.1	10.5	2	1.8	4.0	2	2.0	14.0
Communications	2	1.1	5.0	0	0.0	0.0	0	0.0	0.0
Finance	3	1.6	0.7	3	2.7	1.0	0	0.0	0.0
Parking	2	1.1	6.5	5	4.6	3.0	0	0.0	0.0
Human Resources	1	0.5	13.0	0	0.0	0.0	0	0.0	0.0
Regeneration	1	0.5	4.0	1	0.9	3.0	1	1.0	8.0
Committee & Member Services	3	1.6	8.3	0	0.0	0.0	0	0.0	0.0
Total	189	100.0	7.0	110	100.0	6.4	99	100.0	6.6

Complaints received not for RBC:

Greenvale Homes	1			0			0		
Lancashire Highways	4			2			0		
Rosendale Leisure Trust	1			1			0		
Overall total	195			113			99		

Key

 exceeds 10 day target

Summary of Complaint Type by Service Area 2009/10

Service Area	Root Causes of Complaint							Total complaints
	Technical/legal/regulatory	Poor communication	Delayed response/lack of response	Complaint against a named officer	Complaint received via MP	Complaint received via Councillor	Complaint re RBC policy or procedure	
Development Control	10	1	5	2	0	0	0	18
Refuse & Cleansing	0	1	1	1	0	0	6	9
Capita - Benefits	3	2	3	0	1	1	3	13
Capita - BIU	0	0	0	0	0	0	0	0
Capita - Call Centre	1	2	0	0	0	0	0	3
Capita - Council Tax	3	4	2	0	0	1	3	13
Capita - Council Tax Recovery	2	1	0	1	0	0	16	20
Capita - NNDR	0	0	0	0	0	0	0	0
Capita - One Stop Shop	0	0	0	0	0	0	0	0
Communities	6	1	0	0	0	0	0	7
Executive Office	0	0	0	0	0	0	0	0
Customer Services & ICT	2	0	0	0	0	0	0	2
Emergency Planning	0	0	0	0	0	0	0	0
Environmental Health	3	0	0	1	0	0	0	4
Licensing	1	0	0	1	0	1	0	3
Property Services	0	1	0	0	0	0	2	3
Legal	1	0	1	0	0	0	0	2
Forward Planning	1	0	0	0	0	0	0	1
Parking	0	0	0	0	0	0	0	0
Regeneration	0	0	1	0	0	0	0	1
Total	33	13	13	6	1	3	30	99
% complaint type of total	33.3	13.1	13.1	6.1	1.0	3.0	30.3	

Justified/Unjustified Complaints by Service Area 2009/10

Service Area	Development Control	Refuse & Cleansing	Capita - Benefits	Capita - Call Centre	Capita - Council Tax	Capita - Council Tax	Communities	Customer Services & Recovery	Environmental Health	Forward Planning	Licensing	Property Services	Legal	Economic Regeneration	Total	
Justified	6	2	8	1	4	1	-	-	-	1	-	1	-	1	25	25.3%
Unjustified	11	6	4	2	9	19	7	2	4	-	3	1	2	-	70	70.7%
Partially Justified	1	1	1	-	-	-	-	-	-	-	-	1	-	-	4	4.0%
Total	18	9	13	3	13	20	7	2	4	1	3	3	2	1	99	

Customer Compliments by Service Area 2009/10

Directorate	Service Area	Team	Compliments received during				Total
			April - June 2009	July - September 2009	October - December 2009	January - March 2010	
	People & Policy	Human Resources				1	1
		Policy Unit					
		Communications	2		6		8
	Finance & Property	Financial Services			1		1
		Property Services					
Customers and Communities	Executive Office					1	1
	Operations	Refuse & Cleansing			1	3	4
		Emergency Planning					
		Parks & Open Spaces			1		1
	Customer Services	Capita - Council Tax Recovery					
		Capita - Council Tax			1		1
		Capita - Call Centre					
		Capita - Benefits					
		Capita - OSS	1		2		3
		ICT					
		Customer Services		1			1
	Communities	Community Safety					
		LSP Delivery					
		Service Development			3	1	4
		Area Officers	1	7	2	5	15
	Regeneration	Regeneration Delivery			2	4	6
		Regeneration Progs		1	7	1	9
		Economic Development	1	1		1	3
		Traffic & Parking					
Business	Legal	Legal Services			2	1	3
		Committee & Member Services	8	2		5	15
		Elections	2			2	4
	Planning	Building Control					
		Forward Planning					
		Development Control			4	1	5
		Land Charges					
	Environmental Health	Environmental Health			1		1
		Licensing		1	1	1	3
Total			15	13	34	27	89