

20 July 2017

*By email*

Simon Driver  
Chief Executive  
North Lincolnshire Council

Dear Simon Driver,

### **Annual Review letter 2017**

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

### **Complaint statistics**

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

### **The statutory duty to report Ombudsman findings and recommendations**

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

### **Manual for Councils**

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website [www.lgo.org.uk/link-officers](http://www.lgo.org.uk/link-officers)

### **Complaint handling training**

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training)

Yours sincerely

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

Michael King  
Local Government and Social Care Ombudsman for England  
Chair, Commission for Local Administration in England

**Local Authority Report:** North Lincolnshire Council  
**For the Period Ending:** 31/03/2017

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
5	4	2	8	8	4	1	7	0	39

## Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
3	0	15	15	4	6	60%	43

### Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.  
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

### Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
5	0

	Reference	Authority	Category	Received
1	14019298	North Lincolnshire Council	Adult Care Services	14-Apr-16
2	16000450	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	15-Jun-16
3	16001338	North Lincolnshire Council	Adult Care Services	29-Apr-16
4	16001445	North Lincolnshire Council	Benefits & Tax	24-Nov-16
5	16001779	North Lincolnshire Council	Adult Care Services	09-May-16
6	16002315	North Lincolnshire Council	Highways & Transport	19-May-16
7	16002430	North Lincolnshire Council	Corporate & Other Services	20-May-16
8	16003673	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	15-Jun-16
9	16004013	North Lincolnshire Council	Corporate & Other Services	20-Jun-16
10	16004296	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	28-Jun-16
11	16004553	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	30-Jun-16
12	16004592	North Lincolnshire Council	Planning & Development	02-Sep-16
13	16004774	North Lincolnshire Council	Highways & Transport	05-Jul-16
14	16004806	North Lincolnshire Council	Education & Childrens Services	05-Jul-16
15	16004868	North Lincolnshire Council	Planning & Development	06-Jul-16
16	16005031	North Lincolnshire Council	Planning & Development	07-Jul-16
17	16005739	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	21-Jul-16
18	16005752	North Lincolnshire Council	Education & Childrens Services	21-Jul-16
19	16007473	North Lincolnshire Council	Planning & Development	23-Aug-16
20	16007790	North Lincolnshire Council	Education & Childrens Services	31-Aug-16
21	16008332	North Lincolnshire Council	Planning & Development	08-Sep-16
22	16010917	North Lincolnshire Council	Highways & Transport	27-Oct-16
23	16011181	North Lincolnshire Council	Education & Childrens Services	04-Nov-16
24	16011357	North Lincolnshire Council	Education & Childrens Services	04-Nov-16
25	16011731	North Lincolnshire Council	Adult Care Services	10-Nov-16
26	16012849	North Lincolnshire Council	Benefits & Tax	30-Nov-16
27	16013651	North Lincolnshire Council	Benefits & Tax	15-Dec-16
28	16014109	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	03-Jan-17
29	16014433	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	06-Jan-17
30	16014730	North Lincolnshire Council	Education & Childrens Services	12-Jan-17
31	16015625	North Lincolnshire Council	Education & Childrens Services	27-Jan-17
32	16015687	North Lincolnshire Council	Adult Care Services	27-Jan-17
33	16015728	North Lincolnshire Council	Environmental Services & Public Protection & Regulation	30-Jan-17

34	16015782	North Lincolnshire Council	Highways & Transport	30-Jan-17
35	16016747	North Lincolnshire Council	Education & Childrens Services	15-Feb-17
36	16017479	North Lincolnshire Council	Planning & Development	02-Mar-17
37	16017901	North Lincolnshire Council	Planning & Development	06-Mar-17
38	16018162	North Lincolnshire Council	Housing	09-Mar-17
39	16019140	North Lincolnshire Council	Benefits & Tax	27-Mar-17

Reference	Authority	Category	Decision Date	Decision	Remedy
1	14019288	North Lincolnshire Council	08-Sep-16	Upheld	Apology, Financial Redress, Procedure Change
2	15013983	North Lincolnshire Council	21-Jul-16	Upheld	Apology, Procedure Change, Other Remedy
3	15015381	North Lincolnshire Council	07-Oct-16	Not Upheld	Null
4	15015707	North Lincolnshire Council	15-Jul-16	Upheld	Apology, Other Remedy
5	15017194	North Lincolnshire Council	07-Jun-16	Not Upheld	Null
6	15017602	North Lincolnshire Council	06-Apr-16	Closed after initial enquiries	Null
7	15019932	North Lincolnshire Council	07-Jun-16	Closed after initial enquiries	Null
8	16000450	North Lincolnshire Council	13-Jul-16	Closed after initial enquiries	Null
9	16001338	North Lincolnshire Council	07-Sep-16	Not Upheld	Null
10	16001445	North Lincolnshire Council	09-Nov-16	Referred back for local resolution	Null
11	16001779	North Lincolnshire Council	17-Jun-16	Closed after initial enquiries	Null
12	16002915	North Lincolnshire Council	15-Jun-16	Closed after initial enquiries	Null
13	16002430	North Lincolnshire Council	15-Jun-16	Referred back for local resolution	Null
14	16003673	North Lincolnshire Council	25-Jul-16	Referred back for local resolution	Null
15	16004013	North Lincolnshire Council	26-Jul-16	Closed after initial enquiries	Null
16	16004296	North Lincolnshire Council	30-Jun-16	Referred back for local resolution	Null
17	16004553	North Lincolnshire Council	23-Feb-17	Upheld	Apology, Financial Redress
18	16004592	North Lincolnshire Council	29-Jul-16	Closed after initial enquiries	Null
19	16004774	North Lincolnshire Council	05-Jul-16	Incomplete/Invalid	Null
20	16004806	North Lincolnshire Council	06-Jul-16	Referred back for local resolution	Null
21	16004868	North Lincolnshire Council	12-Aug-16	Closed after initial enquiries	Null
22	16005031	North Lincolnshire Council	03-Nov-16	Closed after initial enquiries	Null
23	16005739	North Lincolnshire Council	17-Aug-16	Closed after initial enquiries	Null
24	16005752	North Lincolnshire Council	31-Jan-17	Not Upheld	Null
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40	16016747	North Lincolnshire Council	06-Mar-17	Referred back for local resolution	Null
41	16017479	North Lincolnshire Council	27-Mar-17	Referred back for local resolution	Null
42	16017901	North Lincolnshire Council			
43	16019140	North Lincolnshire Council			