

Local Government & Social Care OMBUDSMAN

21 July 2021

By email

Mr Jackson
Executive Director: Resources and Head of Paid Service
Bristol City Council

Dear Mr Jackson

Annual Review letter 2021

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2021. At the end of a challenging year, we maintain that good public administration is more important than ever and I hope this feedback provides you with both the opportunity to reflect on your Council's performance and plan for the future.

You will be aware that, at the end of March 2020 we took the unprecedented step of temporarily stopping our casework, in the wider public interest, to allow authorities to concentrate efforts on vital frontline services during the first wave of the Covid-19 outbreak. We restarted casework in late June 2020, after a three month pause.

We listened to your feedback and decided it was unnecessary to pause our casework again during further waves of the pandemic. Instead, we have encouraged authorities to talk to us on an individual basis about difficulties responding to any stage of an investigation, including implementing our recommendations. We continue this approach and urge you to maintain clear communication with us.

Complaint statistics

This year, we continue to focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have focused statistics on three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the authority upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 28 July 2021. This useful tool places all our data and information about councils in one place. You can find the decisions we have made about your Council, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the resource with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

As you would expect, data has been impacted by the pause to casework in the first quarter of the year. This should be considered when making comparisons with previous year's data.

During the year, we issued one public report about your Council's failure to implement agreed recommendations in two previous cases we investigated.

Our investigation into the first complaint found the Council's refuse collection contractor repeatedly missed communal bin collections from the complainant's block of flats. The fault caused the complainant time and trouble in repeatedly contacting the Council to report problems without a permanent solution being found, and he spent time cleaning up the overflowing bin areas.

The Council agreed to our recommendations to apologise, and to instruct its contractor to monitor collections for two months to ensure they happened without failure. The Council also agreed to review its missed collections policy to ensure such matters would be better identified and managed in future.

The Council failed to provide evidence of its compliance with the agreed recommendations, despite numerous requests and opportunities to do so. As a result, we registered a new complaint against the Council about its failure to comply. It then provided us with evidence of its compliance.

Our investigation into a second complaint found your Council had been slow to respond and communicated poorly with a complainant concerned about noise nuisance. The Council agreed to a range of recommendations, including to apologise, to remind its officers of the need to store case-specific files that are accessible to all team members, to review noise nuisance cases every four weeks and to communicate outcomes to complainants.

Again, the Council failed to provide us with evidence of its compliance with the agreed recommendations, despite numerous reminders to do so. We therefore registered a new complaint against the Council for its failure to comply. We then received the evidence we had requested demonstrating compliance with the original recommendations.

After we registered the two complaints for non-compliance the Council advised us it had carried out an internal investigation into its complaints handling as it recognised it had resource issues. I understand the outcome was an increase in staff resources to deal with complaints and improved mechanisms for monitoring the complaints my office investigates.

I issued the public report to highlight the Council's failure to do what it had agreed to, demonstrating a clear breakdown in its corporate governance arrangements and oversight. We consider that when a council agrees to take action to remedy a complaint, it should be accountable for that action and make every effort to comply.

Further to the original recommendations, the Council agreed to apologise to both complainants for failing to carry out the actions agreed in the earlier investigations and make a small payment to them in recognition of the frustration and uncertainty caused. Importantly, the Council agreed to review its arrangements for monitoring complaints. I am pleased the Council has accepted and provided evidence of its compliance with these recommendations.

The year also highlighted more general concerns about your Council's responses to our enquiries. Several of our investigations were delayed by your Council's failure to respond in a timely way to our requests for information. At one stage we were not receiving any responses and had to threaten to issue a witness summons in order to elicit the information we requested. After recent contact with you, I welcome your reassurances that an action plan to address the issues has been put in place. I hope to see the results of this in the coming year.

Supporting complaint and service improvement

I am increasingly concerned about the evidence I see of the erosion of effective complaint functions in local authorities. While no doubt the result of considerable and prolonged budget and demand pressures, the Covid-19 pandemic appears to have amplified the problems and my concerns. With much greater frequency, we find poor local complaint handling practices when investigating substantive service issues and see evidence of reductions in the overall capacity, status and visibility of local redress systems.

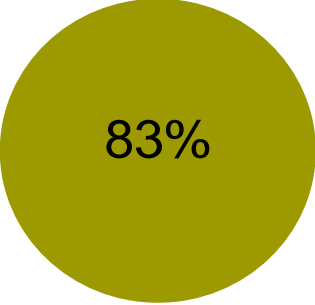
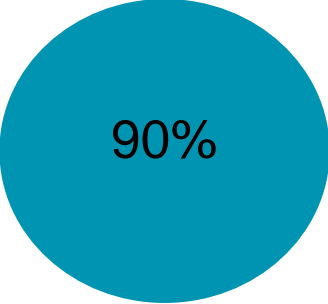
With this context in mind, we are developing a new programme of work that will utilise complaints to drive improvements in both local complaint systems and services. We want to use the rich evidence of our casework to better identify authorities that need support to improve their complaint handling and target specific support to them. We are at the start of this ambitious work and there will be opportunities for local authorities to shape it over the coming months and years.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. During the year, we successfully adapted our face-to-face courses for online delivery. We provided 79 online workshops during the year, reaching more than 1,100 people. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



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

Complaints upheld		
	<p>83% of complaints we investigated were upheld.</p> <p>This compares to an average of 63% in similar authorities.</p>	<p>19 upheld decisions</p> <p>Statistics are based on a total of 23 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>
Compliance with Ombudsman recommendations		
	<p>In 90% of cases we were satisfied the authority had successfully implemented our recommendations.</p> <p>This compares to an average of 99% in similar authorities.</p>	<p>Statistics are based on a total of 21 compliance outcomes for the period between 1 April 2020 to 31 March 2021</p>
<ul style="list-style-type: none">• Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.		
Satisfactory remedy provided by the authority		
	<p>In 16% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of 10% in similar authorities.</p>	<p>3 satisfactory remedy decisions</p> <p>Statistics are based on a total of 23 detailed investigations for the period between 1 April 2020 to 31 March 2021</p>

NOTE: To allow authorities to respond to the Covid-19 pandemic, we did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints we received and decided in the 20-21 year. Please consider this when comparing data from previous years.