

Co-operative Scrutiny Board

Tracking Decisions Appendices – 18 February 2015



Corporate Performance Report Quarter 2 2014/15 – Minute 85 (19 November 2014)

The Board requested further information relating to the provision of a detailed breakdown of the complaints which had been upheld and those that had not been, which had been considered by the Local Government Ombudsman (LGO). The response is provided below –

Last year the LGO received 77 complaints and enquiries for Plymouth. The table below shows these figures are broadly consistent with national ones with the exception of the Environmental Services, Public Protection and Regulation category and the Planning and Development category.

In 2013/14, the LGO sent Plymouth City Council six complaints regarding Highways and Transport; one was upheld and five were not upheld.

In 2013/14, the LGO sent Plymouth City Council four complaints regarding Environmental Services, Public Protection and Regulation; all four were not upheld.

Complaints and enquiries received in by the LGO	Adult Care Services	Benefits & Tax	Corporate & Other Services	Education & Children's Services	Environmental Services, Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	TOTAL
2013/14 Numbers for PCC	10	10	4	13	12	13	10	5	77
2013/14 Percentages for Plymouth	13%	13%	5%	17%	16%	17%	13%	6%	100%
2013/14 Percentages for England	12%	16%	8%	17%	9%	11%	13%	14%	100%
2012/13 numbers for Plymouth	8	8	1	13	11	7	3	7	52
2012/13 Percentages for Plymouth	15%	4%	2%	25%	21%	13%	6%	13%	100%
2012/13 Percentages for England	10%	12%	8%	15%	10%	10%	21%	14%	100%

Further details on the Upheld/Not upheld part of the breakdown table of the decisions made by the LGO regarding the complaints for Plymouth City Council in 2013/14.

Table for Decisions extracted from the LGO Annual Review Letter 2014:

Decisions made by the LGO	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete / Invalid	Referred back for local resolution	Total
	Upheld	Not upheld					
Plymouth City Council	10	11	2	25	1	33	82

Although these figures are not published, the LGO has accepted to supply them.

Further breakdown of decisions made after the detailed investigations carried out:

DECISIONS (by services)	Upheld	Not Upheld
Adult Care Services	4	1
Benefits & Tax	3	0
Education & Children's Services	0	1
Environmental Services & Public Protection & Regulation	2	2
Highways & Transport	1	1
Housing	0	1
Planning & Development	0	5
TOTAL	10	11

The Board requested further information relating to making the process easier for residents to participate in the online consultation for the Plymouth Plan. The response is provided below –

The consultation had now closed and work was being undertaken to look at what lessons could be learnt and the issues raised by the Board.

There were multiple different surveys inviting responses to the separate sections of the Plymouth Plan - whilst this keeps things simpler through containment it means that residents with points that span topics or points that do not obviously fit a section would not necessarily know which survey to complete. It was noted that this was the second survey on the plan. The first taking place last year to open the conversation about what should be included in the Plan, this was more qualitative with events and online forums for people to leave their comments. From these comments the topic papers were developed which formed the basis for the second phase of the consultation - 'Plymouth Plan Connections' – this stage was designed to delve into the detail.

The survey was designed to provide a lot of data to the respondents before asking the questions - this was intentional as it saved the respondents having to link back to the Plan documents repeatedly, however it did make the questions often difficult to get to in order to answer them.

The survey was provided on an external survey company web site for the Council, so it was note the lack of technical sophistication of our web site that explained the layout and features of this particular survey. The Objective Uengage software had been selected as the Council's survey tool as it had the right requirements. A link is provided below to their web site to show the features they support.

<http://www.objective.co.uk/products/enterprise-content-creation/stakeholder-engagement>