

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

1. 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 which we refer back to the council for consideration. The figures may include some complaints which we have received but where we have not yet contacted the council.

2. 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. (The figures for the year 2002/3 may include reports which had a finding of 'local settlement'. For legal reasons, the LGO no longer issues reports with this finding.)

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.

Complaints received by subject area	Highways	Housing (not incl. HB)	Housing Benefit	Local Taxation	Other	Planning	Total
01/04/2004 - 31/03/2005	5	4	1	3	6	12	31
2003 / 2004	0	0	0	0	3	10	13
2002 / 2003	1	8	0	0	3	6	18

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
01/04/2004 - 31/03/2005	0	2	0	0	6	5	2	11	15	26
2003 / 2004	0	1	0	0	7	1	0	6	9	15
2002 / 2003	0	3	0	0	8	3	2	4	16	20

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

Average local authority response times 01/04/2004 to 31/03/2005

Types of authority	<= 21 days %	22 - 28 days %	>= 29 days %
District Councils	21	39	40
Unitary Authorities	11	24	65
Metropolitan Authorities	17	44	39
County Councils	12	47	41
London Boroughs	9	21	70
National Parks Authorities	60	20	20

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2004 - 31/03/2005	8	23.4
2003 / 2004	3	45.0
2002 / 2003	6	21.8

Complaints received by main subject area 01/04/2004 to 31/03/2005: Chorley BC

Ref no	Date revd by LGO	Surname	Decision Date	Detailed Category
Highways				
04C01247	27/04/2004	Blakey	02/07/2004	Highways
04C07426	11/08/2004	Southworth	14/10/2004	Highways
04C09456	17/09/2004	Harasimiuk	28/09/2004	Highways
04C14825	11/01/2005	Harasimiuk	Still open	Highways
04C17041	21/02/2005	Wilson	24/02/2005	Highways
Group total:		5		
Housing (not incl. HB)				
04C01774	05/05/2004	Cadman	10/05/2004	Housing sales/leaseholds
04C13407	30/11/2004	Hill	08/02/2005	Housing sales/leaseholds
04C08430	01/09/2004	Wilson	24/11/2004	Regeneration/improvement
04C17608	14/02/2005	Wilson	Still open	Regeneration/improvement
Group total:		4		
Housing Benefit				
04C11957	01/11/2004	Dickinson	09/11/2004	Housing benefit
Group total:		1		
Local Taxation/Council Tax Benefit				
04C04164	16/06/2004	Watmough	21/06/2004	Council tax benefit
04C10012	30/09/2004	Gibson	08/02/2005	Local taxation
04C11630	25/10/2004	Green	17/12/2004	Local taxation
Group total:		3		
Other				
04C10041	30/09/2004	Bates	05/10/2004	Building control

Complaints received by main subject area 01/04/2004 to 31/03/2005: Chorley BC

Ref no	Date revd by LGO	Surname	Decision Date	Detailed Category
04C15225	18/01/2005	Bates	14/02/2005	Building control
04C06226	21/07/2004	Yates	28/07/2004	Death
04C13258	30/11/2004	Riding	10/12/2004	Leisure & recreation
04C17167	23/02/2005	Holden	28/02/2005	Leisure & recreation
04C00306	07/04/2004	Williams	27/08/2004	Miscellaneous

Group total: 6

Planning

04C03466	07/06/2004	Farley	21/07/2004	Consideration/neighbour amenity
04C05700	13/07/2004	Willacy	14/07/2004	Consideration/neighbour amenity
04C06956	02/08/2004	Wallis	06/08/2004	Consideration/neighbour amenity
04C07001	03/08/2004	Willacy	10/01/2005	Consideration/neighbour amenity
04C10092	01/10/2004	Wallis	03/11/2004	Consideration/neighbour amenity
04C12308	08/11/2004	Price	22/12/2004	Consideration/neighbour amenity
04C15248	19/01/2005	Worsley	Still open	Consideration/neighbour amenity
04C16467	09/02/2005	Fisher	Still open	Consideration/neighbour amenity
04C01222	26/04/2004	Cheetham	15/07/2004	Enforcement
04C18099	14/03/2005	Chivers	15/03/2005	Enforcement
04C12277	10/11/2004	Cox	04/04/2005	Refusal of planning permission
04C13527	06/12/2004	Farnworth	21/12/2004	Refusal of planning permission

Group total: 12

Grand total: 31

Decisions - 01/04/2004 to 31/03/2005: Chorley BC

Ref no	Date rcvd by LGO	Surname	Decision Date	Main subject area	Detailed Category
LS (Local Settlements)					
04C08430	01/09/2004	Wilson	24/11/2004	Housing (not incl. HB)	Regeneration/improvement
04C11630	25/10/2004	Green	17/12/2004	Local Taxation/Council Tax Ben	Local taxation
Group total:		2			
No mal (No or insufficient evidence of maladministration)					
04C01247	27/04/2004	Blakey	02/07/2004	Highways	Highways
04C07426	11/08/2004	Southworth	14/10/2004	Highways	Highways
04C03466	07/06/2004	Farley	21/07/2004	Planning	Consideration/neighbour amenity
04C10092	01/10/2004	Wallis	03/11/2004	Planning	Consideration/neighbour amenity
04C12308	08/11/2004	Price	22/12/2004	Planning	Consideration/neighbour amenity
04C07001	03/08/2004	Willacy	10/01/2005	Planning	Consideration/neighbour amenity
Group total:		6			
Omb disc (Ombudsman's Discretion)					
04C10012	30/09/2004	Gibson	08/02/2005	Local Taxation/Council Tax Ben	Local taxation
04C15225	18/01/2005	Bates	14/02/2005	Other	Building control
04C06226	21/07/2004	Yates	28/07/2004	Other	Death
04C00306	07/04/2004	Williams	27/08/2004	Other	Miscellaneous
04C01222	26/04/2004	Cheetham	15/07/2004	Planning	Enforcement
Group total:		5			
Outside jurisdiction					
04C13407	30/11/2004	Hill	08/02/2005	Housing (not incl. HB)	Housing sales/leaseholds
04C13527	06/12/2004	Farnworth	21/12/2004	Planning	Refusal of planning permission
Group total:		2			
Premature complaints					
04C09456	17/09/2004	Harasimiuk	28/09/2004	Highways	Highways
04C17041	21/02/2005	Wilson	24/02/2005	Highways	Highways
04C01774	05/05/2004	Cadman	10/05/2004	Housing (not incl. HB)	Housing sales/leaseholds

Decisions - 01/04/2004 to 31/03/2005: Chorley BC

Ref no	Date rcvd by LGO	Surname	Decision Date	Main subject area	Detailed Category
04C11957	01/11/2004	Dickinson	09/11/2004	Housing Benefit	Housing benefit
04C04164	16/06/2004	Watmough	21/06/2004	Local Taxation/Council Tax Ben	Council tax benefit
04C10041	30/09/2004	Bates	05/10/2004	Other	Building control
04C13258	30/11/2004	Riding	10/12/2004	Other	Leisure & recreation
04C17167	23/02/2005	Holden	28/02/2005	Other	Leisure & recreation
04C05700	13/07/2004	Willacy	14/07/2004	Planning	Consideration/neighbour amenity
04C06956	02/08/2004	Wallis	06/08/2004	Planning	Consideration/neighbour amenity
04C18099	14/03/2005	Chivers	15/03/2005	Planning	Enforcement

Group total: 11

Grand total: 26

Response times to first enquiry letters: 01/04/2004 to 31/03/2005: Chorley BC

Ref no	Date rcvd by LGO	Surname	Date enquiry sent to Council	Date response received	Time taken (calendar days)	Detailed Category
Highways						
04C07426	11/08/2004	Southworth	20/08/2004	17/09/2004	28	Highways
04C14825	11/01/2005	Harasimiuk	22/02/2005	21/03/2005	27	Highways
Group total:		2	Average no. of days to respond for Group:		27.5	
Housing (not incl. HB)						
04C08430	01/09/2004	Wilson	09/09/2004	01/10/2004	22	Regeneration/improvement
Group total:		1	Average no. of days to respond for Group:		22.0	
Local Taxation/Council Tax Benefit						
04C10012	30/09/2004	Gibson	30/11/2004	17/12/2004	17	Local taxation
04C11630	25/10/2004	Green	03/11/2004	08/11/2004	5	Local taxation
Group total:		2	Average no. of days to respond for Group:		11.0	
Other						
04C00306	07/04/2004	Williams	26/05/2004	15/06/2004	20	Miscellaneous
Group total:		1	Average no. of days to respond for Group:		20.0	
Planning						
04C15248	19/01/2005	Worsley	27/01/2005	23/02/2005	27	Consideration/neighbour amenity
04C12277	10/11/2004	Cox	09/12/2004	19/01/2005	41	Refusal of planning permission
Group total:		2	Average no. of days to respond for Group:		34.0	
Grand total:		8	Average no. of days to respond:		23.4	