



Mr Patrick Boyle
Chief Executive
Independent Living Fund

2 August 2011

Dear Patrick

I am pleased to enclose the statistical information for the Independent Living Fund (ILF) casework for the period 1 April 2010 to 31 March 2011. I hope you will find this information useful.

The small number of ILF complaints accepted for examination by ICE office this year makes it impossible to draw conclusions about the work of ILF or to identify any key issues or themes at this early stage.

The change to the funding arrangements for ILF has led to some complaints to my office from complainants who are dissatisfied that they will no longer be eligible for funding. This is a matter of Government policy and therefore a matter for Parliament.

I recognise that in the present economic climate public services are tested as efficiencies are made across Government. At such times it is crucial that businesses strive to ensure that customer service is not compromised. Dealing with complaints properly provides an opportunity to improve both service and reputation. Moreover, early and effective complaint resolution can save time and money. Although numbers are low, it is promising that a number of cases have been resolved by agreement between the parties, which I consider to be the optimum outcome.

Regards

John

John Hanlon
Independent Case Examiner

Statistical Information: The Independent Living Fund

1 Casework Statistics

The data and figures that follow are based on casework carried out in the period between 1 April 2010 and 31 March 2011

2 Complaints Received

Complaints received and accepted for action during the period are outlined below:

	1/4/10-31/3/11
Received	18
Accepted	15

3 Case clearances

Details of clearances are outlined below:

	Resolved	Investigated	Withdrawn	Total
1/4/10-31/3/11	3	0	1	4

3.1 Withdrawn cases

Complaints may be withdrawn for several reasons. For example, some complainants decide to withdraw their complaint when we explain to them the need to appeal against legislative decisions the Independent Living Fund (ILF) has made, or they choose to take another route to redress. From time to time people also withdraw their complaint because our explanations satisfy them that what has happened is appropriate. Other cases are withdrawn because the ILF has acted to address people's concerns.

4 Outcomes

4.1 The cases dealt with by ICE office in this reporting year have been resolved. I have not completed an investigation of any ILF cases in this reporting period.