

PART A

Report to: Audit Committee
Date of meeting: 29 September 2016
Report of: Head of Democracy and Governance
Title: Ombudsman's Annual Letter

1.0 SUMMARY

1.1 To note the Local Government Ombudsman's Annual Review Letter attached at Appendix 1.

2.0 RECOMMENDATIONS

2.1 To note the Local Government Ombudsman's Annual Review Letter 2016

Contact Officer:

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3.0 DETAILED PROPOSAL

- 3.1 Every year the Local Government Ombudsman produces an Annual Letter that informs Councils of her work in the previous financial year and also provides detail of statistics of the number of complaints received and dealt with.
- 3.2 The Annual letter is attached as appendix 1 together with 2 spreadsheets giving details of decisions made and complaints received.
- 3.3 Members will note that whilst the Ombudsman received 25 complaints and enquiries for the period April 2015 to March 2016 only 1 was investigated. That was not upheld.
- 3.4 Whilst the number of complaints received by the Ombudsman was up from the previous year from 17 only one compared to 5 the previous year were investigated and this was not upheld.

3.5 In terms of areas of complaint Housing saw the most complaints received (8) followed by Revenues and Benefits (7).

3.6 Of those specified by the Ombudsman as referred back for local resolution the Head of Democracy and Governance has no record of being notified about 14 of them by the Ombudsman so has no way of determining if any of the complainants did then complain directly to the Council.

3.7 The Committee is asked to note the report.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Shared Director of Finance comments that there are no financial implications in this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that as Monitoring Officer I am obliged to formally report to Cabinet or Council any findings of maladministration by the Ombudsman.

Appendices

- Annual Review Letter 2016

Background Papers

No papers were used in the preparation of this report.

File Reference

- None