

PART A

Report to: Audit Committee
Date of meeting: 27 September 2017
Report of: Head of Democracy and Governance
Title: Ombudsman's Annual Letter

1.0 **Summary**

1.1 Attached as appendix 1 is the 2016/17 Ombudsman's Annual Letter together with two spreadsheets giving more detail regarding the complaints received and investigated by them during the year 1 April 2016 to 31 March 2017

2.0 **Recommendations**

2.1 To note the report

Contact Officer:

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3.0 **Detailed proposal**

3.1 Every year the Ombudsman sends his Annual Letter which details the number of complaints he has received throughout the year and the number of complaints he has determined.

3.2 The number of complaints received and the number of determinations may not match as not all complaints are taken forward and not all are necessarily concluded during the year.

- 3.3 This year the Ombudsman received 19 initial inquiries/complaints and made determinations on 17 matters. Of those only 4 led to the Ombudsman undertaking a detailed investigation. Of those 3 were not upheld and 1 was. This was a matter relating to Revenues and Benefits and as the Ombudsman concluded that there had been both fault and injustice it was reported to Cabinet in December 2016 as required by s.5 Local Government and Housing Act 1989
- 3.4 Housing and Revenues and Benefits both received 6 complaints and Planning and Development 4.
- 3.5 In the previous year the Ombudsman received 25 complaints, decided on 26 but undertook only 1 detailed investigation which was not upheld.
- 3.6 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 under the Local Government and Housing Act 1989 that as Monitoring Officer I am obliged to make a report to Cabinet in the event of a finding of fault by the Ombudsman.

Appendices

- Appendix 1 Annual Letter and statistics

Background Papers

No papers were used in the preparation of this report.

File Reference

- None