

Committee:	Executive	Agenda Item No.:	11.
Date:	8 th August 2011	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Local Government Ombudsman's Annual Review Letter		
Report by:	Customer Service and Access Officer		
Other Officers Involved			
Director	Chief Executive Officer		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services and Policy and Performance.		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

The effective management of complaints is central to good customer service. It also provides a good source of information which the Council can use to improve services.

TARGETS

Local Performance Indicators CSP3 and CSP4 for number of complaints and response times

VALUE FOR MONEY

N/A

THE REPORT

Purpose

To provide information contained within the Annual Review 2010/11 from the Local Government Ombudsman (LGO).

The letter is in a slightly different format this year. It still contains an annual summary of statistics on the complaints made about the Authority for the year ending 31 March 2011 but the covering letter provides no additional comments. The letter provides more information about the changes affecting

the Local Government Ombudsman. Both the letter and the statistical report have been appended for your information.

Key points from the Statistical Report:

- The LGO received 12 enquiries and complaints during 2010/11, of which 8 were forwarded to the Investigative Team.
- Our average response time to first enquiries was 26.5 days, slightly longer than our 2009/10 performance (25.3 days) but within the LGO's target of 28 days.
- The LGO decided 6 complaints, 2 were found to have insufficient evidence of maladministration, 1 was discontinued at the Ombudsman's discretion and 3 resulted in a local settlement.

ISSUES/OPTIONS FOR CONSIDERATION

None

IMPLICATIONS

Financial: - None

Legal: - None

Human Resources: None

RECOMMENDATION

That Executive receive the report and the LGO Annual Review 2010/11.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of performance in dealing with Ombudsman complaints

ATTACHMENTS: - Annual Review Letter 2010/11 dated 24th June 2011

FILE REFERENCE:

SOURCE DOCUMENT: