

Committee:	Executive	Agenda Item No.:	6.
Date:	28 th August 2012	Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Local Government Ombudsman's Annual Review Letter		
Report by:	Customer Services Support Officer		
Other Officers Involved	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor E. Watts, Portfolio Holder for Customer Services		

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 2011/12 from the Local Government Ombudsman (LGO).

The letter contains an annual summary of statistics on the complaints made about the Authority for the year ending 31 March 2012 and includes

information in relation to the changes of the Local Government Ombudsman's role.

Both the letter and the statistical report have been appended for Members' information.

Key points from the Statistical Report:

- The LGO received 10 enquiries and complaints during 2011/12, of which 5 were forwarded to the Investigative Team.
- Our average response time to first enquiries was 20 calendar days, much shorter than our 2010/11 performance (26.5 days) and well within the LGO's target of 28 days.
- The LGO has no concerns about our response times and there are no issues arising from the complaints.
- The LGO decided 5 complaints, 3 were found to have no or insufficient evidence of maladministration/ service failure, 1 was to discontinue the investigation and 1 resulted in a local settlement.

ISSUES/OPTIONS FOR CONSIDERATION

The contents of the report.

IMPLICATIONS

Financial: - None

Legal: - None

Human Resources: None

RECOMMENDATION

That Executive receive the report and the LGO Annual Review 2011/12.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of Ombudsman complaints

ATTACHMENTS: - Annual Review Letter 2011/12 dated 22nd June 2012

FILE REFERENCE:

SOURCE DOCUMENT: