

Committee:	Executive	Agenda	7
Date:	5 th August 2013	Item No.:	
		Status	Open
Category	3. Part of the Budget and Policy Framework		
Subject:	Local Government Ombudsman's Annual Review Letter		
Report by:	Customer Services Officer		
Other Officers Involved			
Director	Director of Corporate Resources		
Relevant Portfolio Holder	Councillor R Bowler 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 an overview of the information contained within the Annual Review 2012/13 from the Local Government Ombudsman (LGO).

The LGO letter is now presented in a different format to previous years, reporting only on headline figures with no breakdown of complaints or outcomes.

The letter has been appended for your information.

Key points are:

- The LGO received 16 complaints against Bolsover District Council during 2012/13 compared against an average of 10 for district Councils
- However, it needs to be borne in mind that, of the 16 complaints against Bolsover District Council, one complaint was not concerning the services provided by our authority (DCC – social care), 5 of the LGO's decisions were 'not to investigate', while with respect to a further 8 the LGO decided 'to discontinue investigations'. Only one investigation resulted in a 'local settlement (alternative arrangements in place)' while one complaint (Bolsover development) is still awaiting decision

ISSUES/OPTIONS FOR CONSIDERATION

The letter from the LGO would support the view that Bolsover District Council has administered its own complaints process in a satisfactory manner given that only one of the fifteen complaints dealt with in the year by the Local Government Ombudsman has resulted in a critical assessment of the Council.

IMPLICATIONS

Financial: - None

Legal: - None

Human Resources: None

RECOMMENDATION

That Executive receive the report and the LGO Annual Review 2012/13

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

To keep Members informed of Ombudsman complaints

ATTACHMENTS: - Annual Review Letter 2012/13 dated 16th July 2013

FILE REFERENCE:

SOURCE DOCUMENT: