

**RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO POLICY & FINANCE COMMITTEE**

Agenda Item No.

meeting date: TUESDAY, 21 SEPTEMBER 2010
title: OMBUDSMAN'S ANNUAL REVIEW REPORT 2009/2010
submitted by: LEGAL SERVICES MANAGER
principal author: DIANE RICE

1 PURPOSE

1.1 To inform Committee of the position in relation to complaints referred to the Local Government Ombudsman relating to this Authority for the year ended 31 March 2010.

1.2 Relevance to the Council's ambitions and priorities

- Council Ambitions - }
 - Community Objectives - }
 - Corporate Priorities - }
 - Other Considerations - }
- The Council aims to be a well-managed Council providing efficient services based on identified customer needs. Complaints to the Ombudsman and the process of resolving complaints and responding to the Ombudsman's investigation helps to inform the way the Council delivers services to its customers.

2 BACKGROUND

2.1 Each year the Local Government Ombudsman publishes statistics relating to the number of complaints decided relating to each authority. These statistics are then included in the Ombudsman's annual report.

2.2 A copy of the annual report for this Council is attached at Appendix 1.

2.3 During the period 31 March 2009 to 31 March 2010 10 enquiries were received by the Ombudsman of which seven were referred for investigation.

2.3 Twelve cases were determined by the Ombudsman (including two ongoing investigations from 2008/2009) as follows:

- Report - 1
- Local settlement -4
- No evidence of maladministration - 6
- Discretion not to pursue exercised - 1

3 ISSUES

3.1 The Ombudsman states that the small number of complaints referred for investigation makes it difficult to reach any generalised conclusions and adds "however, it does appear that when something has gone wrong the Council is quick to remedy it".

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – N/A
- Technical, Environmental and Legal – N/A
- Political – N/A
- Reputation – N/A

5 **RECOMMENDED THAT COMMITTEE**

5.1 Note the information contained in Appendix 1.

LEGAL SERVICES MANAGER

BACKGROUND PAPERS

1 None.

For further information please ask for Diane Rice, extension 4418.