

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No. 11

meeting date: TUESDAY, 12 SEPTEMBER 2017
 title: OMBUDSMAN ANNUAL REVIEW LETTER 2017
 submitted by: CHIEF EXECUTIVE
 principal author: HEAD OF LEGAL AND DEMOCRATIC SERVICE

1 PURPOSE

1.1 To inform Committee about referrals to the Local Government Ombudsman (LGO) for the period 1.4.16 to 31.3.17.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives - } The Council aims to be a well-managed Council.
 - Corporate Priorities - } Complaints to the Ombudsman and the process of
 - Other Considerations - } resolving complaints and responding to the
- Ombudsman's investigation, helps to improve the way the Council delivers services.

2 BACKGROUND

2.1 The Local Government Ombudsman Service publishes an annual review letter for each Council. A copy of this Council's annual review letter is attached as Appendix 1.

2.2 The annual review letter provides a summary of the following information:

- The number of complaints/enquiries made about this authority.
- The service area to which the complaint/enquiry relates.
- The Local Government Ombudsman's decision.
- When a complaint has been upheld, the extent of compliance with the recommendation.

2.3 As can be seen from the attached report, the Ombudsman was contacted about this council on four occasions during the year.

2.4 Two of the contacts resulted in the Ombudsman making an initial assessment of the complaint, one was closed following these initial enquiries, the other was referred back to the Council for local resolution.

2.5 Two complaints were referred for investigation; one of which was upheld.

3 RISK ASSESSMENT

3.1 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.
- Equality & Diversity – N/A.

4 **CONCLUSION**

4.1 That Committee note the information as set out above.

DIANE RICE
HEAD OF LEGAL AND DEMOCRATIC SERVICES

MARSHAL SCOTT
CHIEF EXECUTIVE

BACKGROUND PAPERS

Annual Review Letter 2017:
www.lgo.ork.uk/information/centre/reports/annual-review-reports/interpreting-local-authority-statistics

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

REF: DER/EL/P&F/12 SEPT 17