

NON-EXEMPT

HAVANT BOROUGH COUNCIL

Governance and Audit Committee

21 September 2016

LOCAL GOVERNMENT OMBUDSMAN (LGO)

ANNUAL REVIEW LETTER 2016

Democratic Services Officer

FOR INFORMATION

Key Decision: No

1.0 Purpose of Report

1.1 To outline the Local Government Ombudsman's (LGO) Annual Review Letter 2016.

2.0 Recommendation

2.1 To ask the Committee to note the content of the report attached to this paper.

3.0 Background

3.1 The LGO produces an Annual Review Letter in June of every year. The letter is their annual summary of statistics on the complaints made to them about the authority. This letter is sent to the Leader and Chief Executive of the authority and the administrator for LGO complaints.

3.2 The statistics produced are based on complaints that have been closed by 31 March 2016. This is why the number of complaints and enquires received can differ from decisions made.

4.0 Summary

4.1 12 complaints or enquiries were received by the Ombudsman.

4.2 13 decisions were made by the ombudsman in the same period. 7 of which were referred back to the Council as the complainant had not completed stages 1 2 of the Councils complaints system. 4 complaints were closed by the Ombudsman after initial inquires and 1 complaints were invalid or incomplete. The Ombudsman also undertook 1 investigation, which was not upheld.

5.0 Implications

- 5.1 Resources: There is no financial impact from the outcomes of the report.
- 5.2 Legal: No direct implications
- 5.3 Strategy: No direct implications
- 5.4 Risks: No direct implications
- 5.5 Communications: No direct implications
- 5.6 For the Community: No direct implications

6.0 Consultation:

6.1 Appendices:

1. Annual Review Letter 2016
2. Complaints received in period April 2015 - March 2016
3. Decisions made in period April 2015 - Mar 2016

Agreed and signed off for publication by:

Head of Service:	02.08.16
Head of Finance:	02.08.16
Head of Legal:	02.08.16
Portfolio Holder/Cabinet Lead:	03.08.16

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