

NON-EXEMPT

HAVANT BOROUGH COUNCIL

Governance and Audit Committee

10 January 2018

**LOCAL GOVERNMENT OMBUDSMAN (LGO)
ANNUAL REVIEW LETTER 2017
Democratic Services Officer**

FOR INFORMATION

Key Decision: No

1.0 Purpose of Report

1.1 To present the Local Government Ombudsman's (LGO) Annual Review Letter 2017.

2.0 Recommendation

2.1 That the Committee note the content of the attached report.

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 had been closed by 31 March 2017. This is why the number of complaints and enquires received can differ from decisions made.

4.0 Summary

4.1 Seven complaints or enquiries were received by the LGO.

4.2 Six decisions were made by the LGO in the same period, three of which were referred back to the Council for local resolution and the remaining three complaints were closed by the LGO after initial inquires.

4.3 This is reduction in the number of complaints referred to the LGO on the year 15/16 when the LGO dealt with 12 complaints

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 2017
2. Complaints received in period April 2016 - March 2017
3. Decisions made in period April 2016 - Mar 2017

Agreed and signed off for publication by:

Head of Service: Tom Horwood – 18 October 2017

Head of Finance: Lydia Morrison – 17 October 2017

Head of Legal: Nick Leach – 20 October 2017

Cabinet Lead: Councillor L Bowerman – 27 October 2017

Contact Officer: Cynthia Haveron
Job Title: Democratic Services Officer
Telephone: 01730 234092
E-Mail: Cynthia.haveron@easthants.gov.uk