

# REPORT TO GOVERNANCE AND AUDIT COMMITTEE

**REPORT OF:** HEAD OF LEGAL AND DEMOCRATIC SERVICES

**REPORT NO:** LDS077

**DATE:** 28<sup>TH</sup> SEPTEMBER 2012

<b>TITLE:</b>	LOCAL GOVERNMENT OMBUDSMAN ANNUAL REVIEW	
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	N/A	
<b>PORTFOLIO HOLDER: NAME AND DESIGNATION:</b>	Councillor Paul Carpenter – Portfolio Holder for Governance and Communication	
<b>CONTACT OFFICER:</b>	Lucy Youles Head of Legal and Democratic Services <a href="mailto:l.youles@southkesteven.gov.uk">l.youles@southkesteven.gov.uk</a> Tel:01476 406105	
<b>INITIAL IMPACT ANALYSIS:</b>  Equality and Diversity	Carried out and Referred to in paragraph (7) below N/A	Full impact assessment Required: Not applicable
<b>FREEDOM OF INFORMATION ACT:</b>	This report is publicly available via the Your Council and Democracy link on the Council's website: <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>	
<b>BACKGROUND PAPERS</b>	None applicable	

## 1. RECOMMENDATIONS

It is recommended that Governance and Audit Committee note the Ombudsman's annual review and statistics attached to this report as **Appendix 1** for the period from 1<sup>st</sup> April 2011 up to the 31<sup>st</sup> March 2012.

## 2. PURPOSE OF THE REPORT

The purpose of the report is to highlight the annual review and statistics and obtain feedback from Members

## 3. DETAILS OF REPORT

3.1 The Ombudsman's annual review provides a summary of the complaints received about this Council. It does not provide details of individual complaints but gives an overview to assist the Council in determining how customers experience and perceive the services of the Council. Generally, no trends or themes are evident from the nature of complaints which should cause the Council cause for concern. The Ombudsman has confirmed there are no issues arising from the complaints which they would wish to bring to our attention. The Ombudsman's guidance on statistics is attached at **Appendix 2** for information.

3.2 The number of complaints received by the Ombudsman at 29 is up on the previous year when 21 were received. The number of premature complaints where complaints are made direct to the Ombudsman before the Council is aware of the complaint accounts for 15 of those complaints. Of those 15 complaints, 14 were subsequently dealt with through the Council's complaint system without further reference to the Ombudsman.

3.3 During the year there have been no findings of injustice from investigations carried out. The time for response to first enquires has improved from the previous year, however, there continues to be room for improvement.

## 4. OTHER OPTIONS CONSIDERED

No other options have been considered.

## 5. RESOURCE IMPLICATIONS

There are no resource implications relating to the proposals.

## 6. RISK AND MITIGATION

Risk has been considered as part of this report and any specific high risks are included in the table below:

Category Risk	Action / Controls
No significant risks	

**7. ISSUES ARISING FROM IMPACT ANALYSIS**

Equality impact analysis not required

**8. CRIME AND DISORDER IMPLICATIONS**

No crime and disorder implications

**9. COMMENTS OF FINANCIAL SERVICES**

There are no financial implications relating to the amendments.

**10. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES**

The comments of the Head of Legal and Democratic Services are included in the report

**11. COMMENTS OF OTHER RELEVANT SERVICES**

None relevant

**12. APPENDICES:**

Appendix 1 – Ombudsman Annual Review  
Appendix 2 – Guidance on Statistics