

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No.

meeting date: TUESDAY, 26 JULY 2011
 title: OMBUDSMAN'S ANNUAL REVIEW REPORT 2010/2011
 submitted by: LEGAL SERVICES MANAGER
 principal author: DIANE RICE

1 PURPOSE

1.1 To inform Committee about the complaints referred to the Local Government Ombudsman relating to this Authority, for the year ended 31 March 2011.

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 2010 to 31 March 2011 12 enquiries were received by the Ombudsman of which 6 were referred for investigation.

2.3 The 6 cases referred for investigation by the Ombudsman were determined as follows:

- Report - 0
- Local settlement - 0
- No evidence of maladministration - 1
- Discretion not to pursue exercised - 2

3 ISSUES

3.1 Three cases are the subject ongoing of investigations which had not concluded by the 31 March 2011.

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.