

## RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No. 12

meeting date: TUESDAY, 20 NOVEMBER 2018  
 title: OMBUDSMAN ANNUAL REVIEW LETTER 2018  
 submitted by: MARSHAL SCOTT - CHIEF EXECUTIVE  
 principal author: DIANE RICE - HEAD OF LEGAL AND DEMOCRATIC SERVICES

### 1 PURPOSE

1.1 To inform Committee about referrals to the Local Government Ombudsman (LGO) for the period 1.4.17 to 31.3.18.

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 resolving complaints and responding to the Ombudsman's investigation, helps to improve the way the Council delivers services.
- Other Considerations - }

### 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 seven occasions.

2.4 Whilst seven complaints were received, only six were determined during the period 1 April 2017 to 31 March 2018. The decisions made by the Ombudsman were as follows:

- One complaint was dismissed as incomplete or invalid.
- Two complaints were referred back to the Council for local resolution.
- Two complaints were closed after initial enquiries by the Ombudsman.
- One complaint was upheld.

2.5 It should be noted that one complaint is classified as Adult Care Services – whilst the Council's role does not in general include the provision of adult care services, the Council does provide some related services eg disabled facilities grants.

### 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 2018:

[www.lgo.ork.uk/information/centre/reports/annual-review-reports/interpreting-local-authority-statistics](http://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/CMS/P&F/20 NOV 18