

22nd SEPTEMBER 2014

REPORT OF MONITORING OFFICER

UPDATE ON LOCAL GOVERNMENT OMBUDSMAN FINDINGS 2013/14

1.0 PURPOSE OF REPORT

1.1 To update the Committee on information published by the Local Government Ombudsman regarding decisions made regarding complaints against Local Authorities in 2013/14.

2.0 RECOMMENDATIONS

2.1 **That the Committee notes the information provided in Appendix A.**

3.0 KEY ISSUES

3.1 The Local Government Ombudsman looks at complaints about Local Authorities and some other organisations. Their job is to investigate complaints fairly and independently.

3.2 The Local Government Ombudsman has published statistics to show the number of complaints it has upheld or not upheld by Authority for the 2013/14 period. (Attached Appendix A).

3.3 Members will see from Appendix A that Melton is in the 'best 'category with 1 complaint and no complaints being upheld.

4.0 POLICY AND CORPORATE IMPLICATIONS

There are no direct policy or corporate implications

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

5.1 There are no direct financial implications to this report, however complaints being upheld against a Council could result in the Council being required to pay compensation.

6.0 LEGAL IMPLICATIONS/POWERS

There are no direct legal implications to the report.

7.0 COMMUNITY SAFETY

7.1 There are no particular implications arising from this report.

8.0 EQUALITIES

8.1 There are no particular equalities issues arising as a result of this report.

9.0 RISKS

9.1 There are no risks to this report.

10.0 CLIMATE CHANGE

10.1 There are no particular implications arising from this report.

11.0 CONSULTATION

11.1 None

12.0 WARDS AFFECTED

12.1 All

Contact Officer Angela Tebbutt
Date: 27 August 2014

Appendices : Local Government Ombudsman Statistics
Background Papers:

Reference : X:\Cttee, Council & Sub Cttees\Governance\201415\220914