

# AUDIT COMMITTEE

## Local Government Ombudsman – Annual Review 2012/13 18 September 2013

### Chief Officer (Governance)

#### PURPOSE OF REPORT

To enable the Committee to consider the Local Government Ombudsman's (LGO) Annual Review letter for the year ending 31 March 2013.

**This report is public**

#### RECOMMENDATIONS

**(1) That the Ombudsman's Annual Review letter for 2012/13 be noted**

**1.1 Background**

The Local Government Ombudsmen in England provide an accessible and responsive complaints service directly to members of the public. The Ombudsman helps to make sure that local public services are accountable to people that use them by ensuring that local authorities put things right when they go wrong.

**1.2 Key Issues in 2012/2013**

The LGO's annual review letter for 2012/13 is appended to this report for Members' information. Members will note that, this year, only the total number of cases has been provided. However, the annual letter next year will provide more detailed statistics.

**1.3 Complaints against Lancaster City Council**

The letter to the Council appended to this report indicates that the Ombudsman received 9 complaints against the Council in 2012/13. The figure does not include enquiries received or any matters referred prematurely. Members will note that this was less than the average of 10 complaints received against District/Borough Councils.

For Members' information, of the 9 complaints; 4 were about planning issues. The other complaints related to Health and Housing, Environmental and Revenue Services. Four of the nine cases received were investigated. There was no evidence of maladministration in three of these while there was a local settlement agreed in one case. Table 1 gives comparative outcomes for the last three years.

<b>Year</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
Received by the Advice Team	28	30	Not reported
Forwarded to the Investigation Team	16	16	9
Investigated	14	11	4
Minor or no injustice/maladministration	13	5	5
Local Settlement (or similar remedy)	1	4	1

Table1. Summary of Ombudsman Complaint outcomes

## **2.0 Proposal Details**

This report is for noting.

## **3.0 Consultation**

3.1 There has been no consultation

## **4.0 Options and Options Analysis (including risk assessment)**

4.1 There are no options as the report is for noting.

### **CONCLUSION OF IMPACT ASSESSMENT**

**(including Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)**

None arising directly from this report.

### **LEGAL IMPLICATIONS**

There are no direct legal implications

### **FINANCIAL IMPLICATIONS**

There are no direct financial implications.

### **OTHER RESOURCE IMPLICATIONS**

#### **Human Resources:**

None

#### **Information Services:**

None

#### **Property:**

None

#### **Open Spaces:**

None

**SECTION 151 OFFICER'S COMMENTS**

The s151 Officer has been consulted and has no comments to add.

**MONITORING OFFICER'S COMMENTS**

The Monitoring Officer has been consulted and has no further comments.

**BACKGROUND PAPERS**

1. Local Government Ombudsman Annual Review Letter 2012/13

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