

RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO POLICY & FINANCE COMMITTEE

meeting date: TUESDAY, 9 NOVEMBER 2021
title: OMBUDSMAN ANNUAL REVIEW LETTER 2021
submitted by: MARSHAL SCOTT - CHIEF EXECUTIVE
principal author: MAIR HILL - HEAD OF LEGAL AND DEMOCRATIC SERVICES

1 PURPOSE

1.1 To inform Committee about referrals to the Local Government Ombudsman (LGO) for the period to 31 March 2021.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives - } The Council aims to be a well-managed Council. 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.
- Corporate Priorities - }
- 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 upheld
- Compliance with the Ombudsman's recommendations
- Satisfactory remedies provided by the authority

2.3 As can be seen from the attached report, the Ombudsman did not carry out any detailed investigations during this period or up uphold any complaints during the period.

3 RISK ASSESSMENT

3.1 The approval of this report may have the following implications:

- Resources – Significant resources are required each year in order to respond fully to complaints made to the Ombudsman.
- Technical, Environmental and Legal – N/A.
- Political – N/A.
- Reputation – The conclusions of the Ombudsman can only serve to enhance the reputation of the Council.
- Equality & Diversity – N/A.

4 CONCLUSION

4.1 That Committee note the information as set out above.

MAIR HILL
HEAD OF LEGAL AND DEMOCRATIC SERVICES

MARSHAL SCOTT
CHIEF EXECUTIVE

BACKGROUND PAPERS

Annual Review Letter 2021:

<https://www.lgo.org.uk/documents/councilperformance/2021/ribble%20valley%20borough%20council.pdf>

For further information please ask for Mair Hill, extension 4418.