

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No.

meeting date: TUESDAY, 17 JANUARY 2021  
 title: OMBUDSMAN ANNUAL REVIEW LETTER 2020  
 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 2020.

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 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 uphold any complaints during the period. As a consequence, no data is provided for the second two categories.

## 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.

MAIR HILL  
HEAD OF LEGAL AND DEMOCRATIC SERVICES

MARSHAL SCOTT  
CHIEF EXECUTIVE

BACKGROUND PAPERS

Annual Review Letter 2020:

<https://www.lgo.org.uk/documents/councilperformance/2020/ribble%20valley%20borough%20council.pdf>

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