

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

meeting date: TUESDAY, 10 SEPTEMBER 2024
title: OMBUDSMAN REPORT AND ANNUAL REVIEW LETTER
submitted by: MARSHAL SCOTT - CHIEF EXECUTIVE
principal author: MAIR HILL - HEAD OF LEGAL AND DEMOCRATIC SERVICES

1 PURPOSE

1.1 To inform Committee about the Annual Review Letter from the Local Government Ombudsman (LGO).

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, this relates to the year ending 31 March 2024.

3. ISSUES

3.1 As can be seen from the attached report, the Ombudsman investigated 0 complaints in respect of the Council during that period.

3.2 Committee will note the reference in the letter to the Ombudsman's Complaint Handling Code and its implementation by 2026. The Council will address this matter going forward in respect to its policies and a separate report will be brought to Committee in respect of this.

4 RISK ASSESSMENT

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

- Resources – Resources are expended in officer time in dealing with Ombudsman complaints and responding to their correspondence.
- Technical, Environmental and Legal – N/A
- Political – N/A.
- Reputation – The Council's reputation is enhanced by the Ombudsman's reported findings.
- Equality & Diversity – No issues have been identified by the Ombudsman in their report.

5 **CONCLUSION**

5.1 Committee is asked to note the content of the report.

MAIR HILL
HEAD OF LEGAL AND DEMOCRATIC SERVICES

MARSHAL SCOTT
CHIEF EXECUTIVE

BACKGROUND PAPERS

None.

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