WARWICK DISTRICT COUNCIL	Standards Committee 29 July 2008		Agenda Item No. 6
Title		Local Government Ombudsman – annual letter 2007/08	
For further information	on about this report	Graham Leach, Senior Committee Services	

please contact	Officer, (01926 456005) email
	graham.leach@warwickdc.gov.uk
Service Area	Members' Services
Wards of the District directly affected	None
Is the report private and confidential and not	No
for publication by virtue of a paragraph of	
schedule 12A of the Local Government Act	
1972, following the Local Government	
(Access to Information) (Variation) Order	
2006	
Date and meeting when issue was last	N/A
considered and relevant minute number	
Background Papers	None

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No

# **Officer/Councillor Approval**

With regard to officer approval all reports <u>must</u> be approved by the report authors relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).

Officer Approval	Date	Name	
Relevant Director		Chris Elliott	
Chief Executive			
СМТ		N/A	
Section 151 Officer			
Legal	17/7/08	Simon Best	
Finance	17/7/08	Marcus Miskinis	
Portfolio Holder(s)		Michael Doody	
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# Consultation Undertaken

None.

**Final Decision?** 

Yes

Suggested next steps (if not final decision please set out below)

# 1. SUMMARY

1.1 This report provides this Committee with the opportunity to monitor the Councils performance with regard to complaints to the local Government Ombudsman and ensure that any governance issues raised are addressed.

# 2. **RECOMMENDATION**

2.1 The content of the report be noted

# 3. REASONS FOR THE RECOMMENDATION

3.1 There are no significant issues raised by the Local Government Ombudsman..

# 4. ALTERNATIVE OPTION CONSIDERED

4.1 None.

# 5. **BUDGETARY FRAMEWORK**

5.1 There are no budget implications of this report.

# 6. **POLICY FRAMEWORK**

6.1 There are no policy implications of this report.

# 7. BACKGROUND

- 7.1 The local Government Ombudsman produces an annual report for each authority detailing the complaints received by them about the authority and the liaison with that authority.
- 7.2 The Annual letter regarding this Council for year ending 31 March 2008 (attached as appendix 1 to this report) is positive and has been welcomed by the Council's Corporate Management Team.
- 7.3 The Council is currently in the process of reviewing its complaints process and how it handles complaints generally. The Corporate Management Team will be considering reports on this over the coming months. The final scheme will be reported to this Committee and approval of it will be sought from the Local Government Ombudsman.