

TO: STANDARDS COMMITTEE - 8 NOVEMBER 2006

SUBJECT: LOCAL GOVERNMENT OMBUDSMAN - ANNUAL LETTER 2005/06

FROM: MEMBERS' SERVICES

1. PURPOSE OF REPORT

To receive the Annual Letter from the Local Government Ombudsman regarding complaints made against the Council during 2005/06.

2. BACKGROUND

- 2.1 During the year, a total of 35 complaints were received by the Ombudsman compared to 34 in the previous year. Seven complaints were referred back to the Council for consideration under the Complaints Procedure.
- 2.2 Of the 35 complaints, six were settled locally, and no reports were issued against the Council.
- 2.3 In his letter, the Ombudsman refers to two complaints upon which he requested details of reviews which had been carried out as a result. These concerned procedures for dealing with anti-social behaviour and housing transfers. A response to this request has been made by the Head of Housing Services.

3. POLICY AND BUDETARY FRAMEWORK

3.1

4. RECOMMENDATION

- 4.1 It is recommended that the information contained in the Ombudsman's letter be noted.

Robert Inman
Assistant Chief Executive (Members' Services)

BACKGROUND PAPERS

The Annual Letter from the Local Government Ombudsman dated 21 June 2006

Areas in District Affected: None

Key Decision: No

Included in Forward Plan: No

Consultation method: Not applicable

For further information about this report please contact:

Robert Inman (Tel. (01926) 456100 E-mail robert.inman@warwickdc.co.uk)