

BROMSGROVE DISTRICT COUNCIL

STANDARDS COMMITTEE

24TH MARCH 2010

OMBUDSMAN STATISTICS

Responsible Portfolio Holder	Councillor Geoff Denaro
Responsible Head of Service	Claire Felton, Monitoring Officer and Head of Legal, Equalities and Democratic Services
Non-Key Decision	

1. SUMMARY

The purpose of this report is to provide Members with a six monthly update on Ombudsman statistics.

2. RECOMMENDATION

Members are requested to note the contents of the report.

3. BACKGROUND

- 3.1 The provisional Ombudsman statistics compiled by the Local Government Ombudsman (LGO) for the year ended 31st March 2010 will be circulated by the LGO in April. This report provides an update on the number of complaints received for the period from 1st April 2009 to 31st October 2009 based on the Council's records.
- 3.2 For the period from 1st April 2009 to 31st October 2009 the number of Ombudsman complaints made about the Council was 9. Of these 3 were referred for formal investigation by the LGO and 2 were classed as premature, meaning that the complainant had not given the Council an opportunity to resolve the complaint but had instead reported it directly to the LGO. These complaints are referred back to the Council to be considered through the internal complaints system. One complaint was discontinued because the subject matter was outside the jurisdiction of the Ombudsman and 3 were discontinued without a formal investigation taking place.
- 3.3 Response times to those complaints that are formally investigated are monitored by the Council as a performance indicator. The target response time is 28 days. The average response time for the 3 formal complaints that were investigated was just over 28 days.

- 3.4 Officers will be able to give Members a more detailed breakdown of the activity relating to the Ombudsman later in the year once the full statistics for 2009/10 are available in the format of the Annual Report issued by the LGO. This item is already included in the Work Programme for the Standards Committee.

4. FINANCIAL IMPLICATIONS

None

5. LEGAL IMPLICATIONS

None

6. COUNCIL OBJECTIVES

Improvement – Customer Service: the statistics will enable the Council to improve its services to customers.

7. RISK MANAGEMENT

- 7.1 The main risks associated with the details included in this report are those linked to poor standards of complaint handling. The effects of not handling complaints efficiently can include poor customer service, increased customer dissatisfaction, increased numbers of complaints and damage to the Council's reputation.

- 7.2 These risks are being managed as follows:

- Through the Council's customer feedback system and Customer First Policy.

8. CUSTOMER IMPLICATIONS

The statistics should enable the Council to improve service delivery to customers.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

None

10. VALUE FOR MONEY IMPLICATIONS

None

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

None

12. OTHER IMPLICATIONS

Procurement Issues	None
Personnel Implications	None
Governance/Performance Management	None
Community Safety including Section 17 of Crime and Disorder Act 1998	None
Policy	None
Environmental	None

13. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	No
Executive Director - Partnerships and Projects	N/A
Executive Director - Services	N/A
Assistant Chief Executive	No
Head of Service	Yes
Head of Financial Services	No
Head of Legal, Equalities & Democratic Services	Yes
Head of Organisational Development & HR	N/A
Corporate Procurement Team	No

14. WARDS AFFECTED

All wards

15. APPENDICES

None

16. BACKGROUND PAPERS

None

CONTACT OFFICER

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