



AGENDA ITEM: 5

SUMMARY

Report for:	Audit Committee
Date of meeting:	29th July 2015
PART:	1
If Part II, reason:	

Title of report:	Local Government Ombudsman – Annual Review Letter 2015
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services</p> <p>Author/Responsible Officers: Steven Baker, Assistant Director (Chief Executive’s Unit)</p> <p>Robert Smyth, Assistant Director (Performance & Projects)</p>
Purpose of report:	To provide Members of the Committee for consideration a copy of the Local Government Ombudsman – Annual Review Letter 2015.
Recommendations	<ol style="list-style-type: none"> 1. That the report be noted. 2. That the complaints referred to the Local Government Ombudsman be reported to the relevant Overview and Scrutiny Committee for consideration.
Corporate objectives:	Dacorum Delivers Engagement with the public.
Implications:	<p><u>Financial</u></p> <p>None arising from this report.</p>
‘Value For Money Implications’	<p><u>Value for Money</u></p> <p>None arising from this report.</p>
Risk Implications	None arising from this report.

Equalities Implications	None arising from this report.
Health And Safety Implications	None arising from this report
Consultees:	Corporate Management Team
Background papers:	Attached Local Government Ombudsman Annual Review Letter 2015

1. Members will find attached to this report the Annual Review Letter 2015 published by the Local Government Ombudsman (LGO). The Annual Review Letter contains the LGO's annual summary of statistics on the complaints about this Council for the year ended 31 March 2015.
2. One of the purposes of the annual letter is to help ensure that learning from complaints informs scrutiny at the local level. The LGO has recently worked with the Local Government Association to produce a workbook for councillors which explains how they can support their constituents with their complaints and identifies opportunities for using complaints data as part of their scrutiny toolkit. The annual letter contains a link to the workbook and asks that elected members are encouraged to make use of this resource.
3. It is therefore suggested that Members may want to consider recommending that the complaints referred to the LGO be reported to the relevant Overview and Scrutiny Committee so that learning from them can inform the scrutiny of the services falling within their remit.
4. Members may be interested to see the following tables which provide a comparison of complaints and LGO decisions with other local authorities for 2014/15. In summary, performance appears average or 'upper' average, however the numbers are so small that it is difficult to draw firm conclusions.

Section 1: Decisions Made (by Local Authority) – 2014/15 – Hertfordshire

	Advice given	Closed after Initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld	Total
Broxbourne BC	0	4	2	9	1	1	50.0%	17
Dacorum BC	2	5	0	8	1	1	50.0%	17
East Herts DC	0	4	0	10	2	3	40.0%	19
Hertsmere BC	0	6	0	8	1	2	33.3%	17
North Herts DC	0	4	2	7	2	6	25.0%	21
St Albans City C	2	11	2	10	3	0	100.0%	28
Stevenage BC	1	2	0	5	1	2	33.3%	11
Three Rivers DC	1	8	1	7	1	1	50.0%	19
Watford BC	0	6	0	6	3	2	60.0%	17
Welwyn Hatfield BC	0	7	0	7	4	4	50.0%	22

Decisions Made (by Local Authority) – 2014/15 – Comparing Dacorum to 4 Comparable Local Authorities (By Population)

	Advice given	Closed after Initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld	Total
Cherwell DC	0	7	1	3	0	3	0.0%	14
Dacorum BC	2	5	0	8	1	1	50.0%	17
Poole BC	0	10	1	12	4	11	26.7%	38
Slough BC	2	9	2	22	5	3	62.5%	43
South Cambs DC	0	4	0	12	0	1	0.0%	17

Decisions Made (by Local Authority) – 2014/15 – Comparing Dacorum to 4 Comparable Local Authorities (By Area)

	Advice given	Closed after Initial enquiries	Incomplete/invalid	Referred back for local resolution	Upheld	Not upheld	% upheld	Total
Arun DC	1	8	2	8	4	6	40.0%	29
Bromsgrove DC	0	4	0	6	1	0	100.0%	11
Dacorum BC	2	5	0	8	1	1	50.0%	17
Kettering BC	2	5	1	11	2	1	66.7%	22
Newcastle-under-Lyme	2	5	0	8	2	4	33.3%	21

Section 2: Complaints and Enquiries Received by Category – 2014/15 – Hertfordshire

Local Authority	Adult care services	Benefits & Tax	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
Broxbourne BC	0	4	1	1	5	1	3	4	19
Dacorum BC	0	7	1	0	4	3	4	2	21
East Herts DC	0	3	1	0	2	2	3	7	18
Hertsmere BC	0	3	2	0	1	3	4	3	16
North Herts DC	0	6	3	0	2	2	6	2	21
St Albans City C	0	4	1	0	6	4	4	8	27
Stevenage BC	1	1	0	1	1	0	3	5	12
Three Rivers DC	0	6	3	0	3	0	1	4	17
Watford BC	0	6	2	1	0	1	3	4	17
Welwyn Hatfield BC	1	5	1	0	2	1	4	9	23

Complaints and Enquiries Received by Category – 2014/15 – Comparing Dacorum to 4 Comparable Local Authorities (By Population)

Local Authority	Adult care services	Benefits & Tax	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
Cherwell DC	0	3	0	0	0	5	1	7	16
Dacorum BC	0	7	1	0	4	3	4	2	21
Poole BC	8	0	4	6	2	3	2	10	35
Slough BC	3	8	0	9	2	5	18	3	48
South Cambs DC	0	4	1	1	3	1	4	10	24

Complaints and Enquiries Received by Category – 2014/15 – Comparing Dacorum to 4 Comparable Local Authorities (Area)

Local Authority	Adult care services	Benefits & Tax	Corporate & Other Services	Education & Childrens Services	Environmental Services & Public Protection & Regulation	Highways & Transport	Housing	Planning & Development	Total
Arun DC	0	2	2	1	3	1	9	5	23
Bromsgrove DC	0	2	0	0	2	0	1	8	13
Dacorum BC	0	7	1	0	4	3	4	2	21
Kettering BC	0	8	1	0	4	1	5	4	23
Newcastle-under-Lyme	0	9	4	0	2	1	1	2	19