

Report of: Corporate Director of Finance and Resources

Meeting of: Audit Committee	Date: 24 January 2017	Ward(s)

SUBJECT: Annual Report – Local Government Ombudsman Letter

1. Synopsis

- 1.1 The Annual LGO complaints letter is presented for review.
- 1.2 Using the statistics provided in the LGO review letter a review of all Maladministration/Fault cases has been undertaken and results summarised.
- 1.3 No further additional action is recommended to the Committee in regards to process and performance of complaint handling.
- 1.4 Sharing with Members is considered as best practise by the LGO.

2. Recommendations

- 2.1 Audit Committee to note/confirm findings in Appendix 1 specifically section 5.0 Summary.
- 2.2 No specific new actions are recommended.

3. Background

- 3.1 The LGO issues an Annual Report containing information on complaints received for each authority. The report covers, volumes of Complaints and enquires received and Decisions made including outcomes of detailed investigations which resulted in cases being Upheld with findings of “Maladministration/Fault with our without Injustice”.
- 3.2 Given the associated reputational risks relating to cases of Maladministration an internal report summarising the annual letter passes through CMB, MPP, Joint Board and Audit Committee.
- 3.3 Appendix 1 provides and overview and summary of our performance together with

associated recommendations.

- 3.4 As part of our Complaint handling the council has implemented the recommendations arising from the 3 complaints where we were found against us.

4. Implications

4.1 Financial implications:

Note, a total of £2150 paid in compensation by the Council as part of any remedial action.

4.2 Legal Implications:

None.

4.3 Environmental Implications:

None/ N/A

4.4 Resident Impact Assessment:

N/A

5. Conclusion and reasons for recommendations

- 5.1 Audit Committee to note the information within the report and findings in Appendix 1. The management of Complaints received by the LGO and associated management of risk, is viewed as acceptable at this time.

Appendices: Appendix 1 Local Government Ombudsman (LGO) Annual Review Performance report Central Complaints Team

Final report clearance:

Signed by:



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