

Meeting: Standards Committee

Date: 31 May 2005

THE LOCAL GOVERNMENT OMBUDSMAN COMPLAINT STATISTICS 2004/5
(Legal)

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1 PURPOSE

To review the Ombudsman complaint statistics for 2004/5.

2 RECOMMENDATIONS

To note the report.

3 DETAILS

The Local Government Ombudsman provides end of year statistics to every local authority. These are followed by an annual letter, usually issued in June.

The Stevenage statistics for 2004/5 are set out in the Appendix to this report, though the names of the complainants have been deleted. There is also attached a sheet showing the number of complaints over the past three years and the average of local authority response times.

In his annual letter for 2003/4,(when the Council received one more complaint than it did for last year), he noted that "the complaint numbers overall are relatively small in view of the considerable number of decisions the Council takes on behalf of its citizens each year". He also noted that the Council was quick to agree and implement local settlements.

The only area of minor criticism was the longer than average response times in that year for complaints. Members may wish to note that this reduced from 58.8 days in 2003/4 to 33.6 days in 2004/5, which is a relatively good performance compared with other district councils.

5 OTHER IMPLICATIONS

None.

BACKGROUND DOCUMENTS

- The Local Government Ombudsman's annual letter 2003/4