

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting1st September 2016

1. Title of Item/Report

Local Government Ombudsmen Complaints - The Local Authority Report for Stockton 2015/16

2. Record of the Decision

Cabinet considered a report that provided details of the Ombudsman's annual review letter for the Council for 2015/16.

Members were provided with the annual review letter and the statistics table for 2015/16 along with Ombudsman's annual report for the Council for 2014/15.

When comparing the two statistics tables, it could be seen that:-

- Complaints/enquiries received in 2015/16 reduced significantly (from 54 to 39)
- Complaints/enquiries about adult care services also reduced significantly (from 12 to 2)
- Complaints/enquiries about education and children's services reduced slightly (from 17 to 15)
- Complaints about benefits and tax reduced (from 5 to 3); and
- Complaints about planning and development remained fairly consistent (5 compared to 4 in 2014/15)

The number of decisions made by the Ombudsman in 2015/16 reduced slightly (from 47 to 45). The number of detailed investigations undertaken increased from 13 (in 2014/15) to 20 in 2015/16, and the number of complaints upheld also increased from 4 to 12.

In terms of the upheld complaints, 3 were remedied by the Council before the Ombudsman became involved; 6 were remedied following the Ombudsman's involvement, and the remaining 3 required no remedies. No formal reports were published by the Ombudsman in 2015/16.

RESOLVED that the report be noted.

3. Reasons for the Decision

To ensure Members are aware of the position regarding complaints to the Ombudsman about the Council.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

N/A

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 9th September 2016

Proper Officer
05 June 2016