

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....27th September 2018

1. Title of Item/Report

Local Government Ombudsman Annual Report for Stockton-on-Tees  
2017/18

2. Record of the Decision

Consideration was given to a report that provided details of the  
Ombudsman's Annual Review Letter for the Council for 2017/18.

The Ombudsman had published the annual summary of statistics on the  
complaints and enquiries received about the Council and the decisions  
made in that respect for the year ended 31 March 2018.

It was positive to note that all complaints were considered very seriously  
and all recommendations and learning were adopted, there had been no  
formal public interest reports issued during the year and only five  
decisions upheld following detailed investigation by the LGO. Nationally  
the Ombudsman had seen a 40% increase in the number of public  
interest reports published.

A copy of the 2018 review letter and statistics tables were attached to the  
report. A useful guide to interpretation of the Ombudsman's statistics was  
available on the LGO website. A copy of the 2017 statistics table was  
also provided at for comparison purposes.

RESOLVED that:-

1. The report which sets out that no formal public interest reports  
have been received be noted.
2. It be noted that the effective procedures remain in place to ensure  
that all learning from Ombudsman findings takes place.

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

None.

6. Details of any Dispensations

N/A

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

Midnight, 5 October 2018

Proper Officer  
01 February 2018