

## TRAFFORD COUNCIL

**Report to:** Scrutiny Committee  
**Date:** 18 November 2015  
**Report of:** Director of Legal & Democratic Services

### Report Title

1. Local Government Ombudsman activity for 2014/15

### Summary

This report seeks to update members on the complaints made to the Local Government Ombudsman (LGO) about Trafford Council for the year ended 31 March 2015

### Recommendation(s)

1. To note the contents of the report.

Contact person for access to background papers and further information:

**Name:** Habib Khan  
**Extension:** 4879

## **Background**

1. The purpose of this report is to advise members of Scrutiny on the complaints made to the Local Government Ombudsman (LGO) for the year ended 31 March 2015. Each year the Council receives an annual letter from the LGO which sets out the complaints made to the LGO in the previous year.
2. Following consideration of the letter by the Corporate Management Team it was agreed that the letter should be reported to Scrutiny Committee to provide more transparency and opportunity for Member oversight of this important areas. This would align with LGO recommendations as to good practise.

## **The Report**

3. The total statistics supplied by the LGO for the year can be found at Appendix 1. The data provided shows the complaints and enquiries the LGO have recorded, along with the decisions they have made.
4. The figures demonstrate that there were 81 complaints and enquiries received in 2014/15. There were 75 decisions made in 2014/15 but only 6 complaints upheld in the same year. In none of upheld cases has the LGO sought to issue a public interest report. A summary of the issues in the upheld cases and the outcomes is set out at Appendix 2.
5. The LGO recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year the LGO will be gathering more comprehensive information about the way complaints are being remedied so that in the future their annual letter focuses less on the total numbers and more on the outcomes of those complaints.
6. The LGO considers it good practise to report this in to the Committee to allow for member oversight of LGO matters. There will also be an annual report to Council.
7. Members of Scrutiny are therefore asked to note the contents of the report.