

Report to: Standards Committee

Date: 15th October 2020

Report Author: Executive Director (Legal & Democratic Services)

Title of Report: Annual Ombudsman's Letter 2020

1. Purpose of Report

1.1 This report informs Committee about the annual Local Government Ombudsman's (LGO's) letter for 2020

2. Recommendations

2.1 That Committee welcomes the Ombudsman's letter and notes this report.

3. Background and Reasons for Recommendations

3.1 The LGO has now published its annual complaint figures in respect of each local authority for the period 1st April 2019 to 31st March 2020. This data is produced in respect of every local authority in the same format.

3.2 For many years the LGO has received a low level of complaints about Hyndburn, which makes it difficult to identify trends from the statistical information provided. The low level of complaints may however reflect good service delivery and / or a good internal complaint handling process.

3.3 This year the LGO has changed the reporting format and less detail has been provided. So this year there is no information to identify the service areas to which the complaints related.

3.4 During this period the LGO carried out 1 detailed investigation in response to a complaint about the Council, but this was not upheld.

3.5 Most importantly, the Ombudsman's letter does not flag up any areas of concern about either the Council's services or its procedures for dealing with complaints.

3.6 The table below shows a comparison between the Council's position and that of neighbouring District Councils over the same period. This exercise also does not indicate any obvious cause for concern in respect of the Council, with Hyndburn's performance being better than, or comparable to, its Lancashire neighbours:

Council	Complaints investigated by LGO	% of complaints upheld after detailed investigation (the average for similar council is 45%)
Hyndburn	1	0%
Burnley	0	0%
Pendle	1	0%
Rossendale	6	33% (i.e 2 upheld)
Ribble Valley	0	0%
Chorley	1	100% (i.e 1 upheld)
South Ribble	1	0%
Preston	8	13% (i.e 1 upheld)
West Lancs	1	0%
Lancaster	2	0%
Wyre	3	33% (i.e 1 upheld)
Fylde	3	33% (i.e. 1 upheld)

4. Alternative Options considered and Reasons for Rejection

4.1 None. This is a report for information.

5. Implications

Issue	Comments
Financial (including mainstreaming)	No costs identified.
Legal	No issues identified. The Ombudsman's letter gives a general indication of the Council's approach to dealing with complaints. A fair and open complaint handling process is one indicator of the strength of the Council's corporate governance arrangements. Nothing in letter indicates that there is cause for concern about the Council's current arrangements.
Assessment of Risk	No risks identified.
Equality	No equality issues identified.

6. Consultations

6.1 None.

**7. Local Government (Access to Information) Act 1985:
List of Background Papers**

Ombudsman's letter dated July 2020

8. Freedom of Information

8.1 The report does not contain exempt information under the Local Government Act 1972, Schedule 12A and all information can be disclosed under the Freedom of Information Act 2000.