

# Full Council

14 November 2017



**Report of:** Shahzia Daya, Service Director – Legal & Democratic Services

**Title:** **Information report – Report of Ombudsman decisions in respect of the Council 2016-17**

**Ward:** Citywide

## RECOMMENDATION

**Full Council is asked to note the complaints upheld by the Ombudsman in respect of the Council in the year ending 31 March 2017.**



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## Background / information

1. This report is presented in line with the duty to report to the Full Council where findings of maladministration or fault have been made by the Ombudsman, summarising the findings made.
2. The Ombudsman has sent to the Council all findings made in the year ending the 31<sup>st</sup> March 2017. No public reports have been made in respect of the Council in that time. However, the requirement applies to all Ombudsman complaint decisions, not just those that result in a public report.
3. In respect of cases where routine mistakes and service failures have been made, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, the Ombudsman is of the view that the duty to report is satisfactorily discharged if the Monitoring Officer makes a periodic report to the Council summarising the findings on all upheld complaints over a specific period of time.
4. Appendix 1 sets out a summary of the findings made and remedies agreed.
5. The information was presented to the Audit Committee on the 21<sup>st</sup> September, where it was agreed that a report should be presented to Full Council, together if possible with comparator information from core cities.
6. Appendix 2 sets out the information requested by the Audit Committee and also includes information in respect of the Council's neighbouring authorities.
7. This report is presented for Full Council's information, as required by the statute and the Ombudsman's guidance