

## BOROUGH OF KETTERING

<b>Committee</b>	<b>STANDARDS ADVISORY COMMITTEE</b>	Item A4	Page 1 of 3
<b>Report Originator</b>	Joanne Perry Executive Liaison Officer		
<b>Wards Affected</b>	All	27 <sup>th</sup> February 2017	
<b>Title</b>	<b>LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS</b>		

### 1. PURPOSE OF REPORT

To provide Members with information relating to complaints determined by the Local Government Ombudsman during 2014/15, 2015/16 and the first part of 2016/17, and those where a compensatory payment was made.

### 2. INFORMATION

- 2.1 This report is submitted to the Committee in order that members can receive information about complaints determined by the Ombudsman, and details of those where any compensatory payment has been made by the Head of each service area under delegated powers.
- 2.2 The Local Government Ombudsman Service provides an independent and impartial investigation into complaints about local councils. A complainant must give the council concerned an opportunity to deal with a complaint against it first, but if they are not satisfied with the outcome, a complaint can be submitted to the Ombudsman. The objective of the Ombudsman is to secure, when appropriate, satisfactory redress for complainants.
- 2.3 The following complaints were investigated by the Ombudsman during 2014/15, 2015/16 and the first part of the financial year 2016/17:

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Service Area	Decision Date	Decision
	2014/15	
Development Services	25-Jun-14	Upheld-£500 Local Settlement
Development Services	04/09/2014	Upheld-No injustice.
Housing Services	27/02/2015	Not Upheld- No fault by Council
	2015/16	
Housing Services	10/06/2015	Not Upheld-No fault by Council
Development Services	30/11/2015	Upheld- £200 Local Settlement
Income and Debt	14/04/2016	Not Upheld-No fault by Council
Income and Debt	02/02/2016	Upheld-Council's apology reasonable response to distress caused.
	2016/17-Jan	
Housing Services	28/07/2016	Not Upheld-No fault by Council
Housing Services	31/05/2016	Not Upheld-No fault by Council
Public Services	11/11/2016	Not Upheld-No fault by Council

### 3. CONSULTATION AND CUSTOMER IMPACT

- 3.1 Kettering Borough Council promotes customer care across the authority's services and ensures compliance with Ombudsman's directions.
- 3.2 Where the Ombudsman has found fault, the Council has identified and implemented service improvements.

### 4. POLICY IMPLICATIONS

None.

### 5. FINANCIAL RESOURCE IMPLICATIONS

None.

### 6. HUMAN RESOURCE IMPLICATIONS

None.

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### 7. LEGAL IMPLICATIONS

The Local Government Ombudsman's powers are contained within Part V of the Housing Act 1985 and Sections 30 and 31 of the Local Government Act 1972.

### 8. RECOMMENDATION

That the Committee note the complaints determined by the Local Government Ombudsman during 2014/15, 2015/16 and the first six months of 2016/17, and notes where a compensatory payment has been made as set out in the report.

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