

ANNUAL LETTER FROM LOCAL GOVERNMENT OMBUDSMAN

EXECUTIVE MEMBER: Cllr Elaine Woodburn
LEAD OFFICER: Liam Murphy, Chief Executive
REPORT AUTHOR: Liam Murphy

Summary: To inform the Executive Board of the content of the Annual Letter of the Local Government Ombudsmen.

Recommendation:	That the Executive Board note the report and approve the posting of the letter on the Council website.
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Impact on delivering Copeland 2020 objectives: The report provides evidence of improving Council performance and identifies areas for further improvement.

Impact on other statutory objectives (e.g. crime & disorder, LA21): There are performance implications for statutory services.

Financial and human resource implications: None

Project & Risk Management: None

Key Decision Status

- **Financial:** None
- **Ward:** None

Other Ward Implications: None

1. INTRODUCTION

- 1.1 The Annual Letter from the Commission for Local Government Administration dated 21st June 2006 has been received. The letter explains the Ombudsman's consideration of the Council's performance in terms of official complaints sent to the Commission.
- 1.2 The letter as sent will be posted on the Ombudsmen's website within 4 weeks of the date of sending should the Council not object to its content.

2. SUMMARY

- 2.1 The Ombudsman notes that official complaints about the Council are down and that the Council now "significantly outperforms" its target for handling complaints.
- 2.2 Should the Council have no objection to the Ombudsman's annual letter then it will be posted on their website within 4 weeks. The Council is also encouraged to post the letter on its own website.

3. OPTIONS TO BE CONSIDERED

- 3.1 Should the Executive Board decide to object to the letter, it must do so within 4 weeks of its date.
- 3.2 Alternatively, the Executive Board may approve the posting of the letter on the Council's own website.

4. CONCLUSIONS

- 4.1 The Executive Board note the report and comments.
- 4.2 That the Executive Board approve the posting of the annual letter on the Council website.

List of Appendices

Appendix A – Annual Letter (4 pages)

Appendix B – Annexes to Annual Letter (5 pages)

List of Background Documents: n/a

List of Consultees: n/a