

COUNCIL

7 JULY 2015

REPORT OF THE MONITORING OFFICER

A.9 LOCAL GOVERNMENT OMBUDSMAN – ANNUAL REVIEW LETTER 2015

The Annual Review Letter for 2015 has recently been received from the Local Government Ombudsman.

Of the 13 complaints made to the Ombudsman about the Council, 4 were subject to detailed investigation with 1 complaint being upheld. The Constitution (Article 12.03(a)) requires the Monitoring Officer to report to Council or to Cabinet for executive functions, if any decision or omission has given rise to maladministration. The case in question concerned an applicant for a taxi cab licence who referred to information held on our website which was, in fact, out of date. The Ombudsman determined that in providing misleading information on the website the complainant suffered a significant injustice because, in reliance on this information, he decided to apply for a licence and incurred costs. The Ombudsman is however satisfied with the action the Council has taken to remedy the injustice caused.

This item is submitted for **INFORMATION ONLY**.

LISA HASTINGS
MONITORING OFFICER