

 Brent	<p style="text-align: center;">Audit Committee 20 March 2017</p> <p style="text-align: center;">Report from the Director of Performance, Policy and Partnerships</p>
<p style="text-align: right;">Wards affected: ALL</p>	
<p>The Role of the Audit Committee in Local Government Ombudsman (LGO) Reports</p>	

1.0 Summary

- 1.1 This report has been requested by the Audit Committee and sets out the role of the Committee in the rare event of the Local Government Ombudsman (LGO) issuing a report against the Council.

2.0 Recommendations

- 2.1 Audit Committee is asked to note its role of helping the organisation use the learning from an LGO report to improve Council services.

3.0 Detail

LGO Complaints Process and Reports

- 3.1 The LGO regularly receives requests to review complaints. Usually, the LGO will only consider investigating complaints that have already been through the Council's complaints process, although they have discretion to investigate complaints that have not been through the Council's process.
- 3.2 Some requests to review a complaint are not taken forward by the LGO when the request is deemed to have insufficient merit. The LGO will then take forward the other cases and issue a decision statement on these cases (e.g. upheld or not upheld).
- 3.3 In a very small number of cases the LGO may issue a report to highlight wider/significant issues or lessons learned. In such cases, the LGO writes directly to the Chief Executive about the report and as part of the process the

Council must put a public announcement in two local newspapers. The report must also be considered by the relevant member body.

- 3.4 The LGO has issued two reports against the Council in about the last five years and therefore this is a rare occurrence. If a report is issued against the Council it will be considered by Full Council (or a committee with delegated authority) if it concerns non-executive functions, or considered by the Cabinet if it concerns an executive function. The member body's role is to help the organisation, along with Council officers, to use the learning from the report to improve Council services.

4.0 Financial Implications

- 4.1 There are no direct financial implications arising from this report.

5.0 Legal Implications

- 5.1 There are no direct legal implications arising from this report.

6.0 Equality Implications

- 6.1 None.

7.0 Staffing/Accommodation Implications (if appropriate)

- 7.1 None

Background Papers

None

Contact Officers

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