

**Name of meeting:** Corporate Governance and Audit Committee

**Date:** 25 January 2019

**Title of report:** Corporate Customer Standards Interim Report 2018-19

**Purpose of report:**

To update Corporate Governance and Audit on Ombudsman complaints performance for the period April – October 2018.

To confirm the outcome of the formal report issued by the Local Government Ombudsman, and to discuss new reporting of action on remedies recommended by the Ombudsman.

<b>Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?</b>	<b>No</b>
<b>Key Decision - Is it in the <a href="#">Council's Forward Plan (key decisions and private reports?)</a></b>	<b>No</b>
<b>The Decision - Is it eligible for call in by Scrutiny?</b>	<b>Yes</b>
<b>Date signed off by <u>Strategic Director</u> &amp; name</b>  <b>Is it also signed off by the Service Director for Finance IT and Transactional Services?</b>  <b>Is it also signed off by the Service Director for Legal Governance and Commissioning Support?</b>	Julie Muscroft 15.01.2019
<b>Cabinet member <a href="#">portfolio</a></b>	<b>Graham Turner</b>

**Electoral wards affected:** all

**Ward councillors consulted:** none

**Public or private:** Public

1. **Summary**

For Corporate Governance and Audit Committee to consider and approve the content of the report.

2. **Information required to take a decision**

Contained within report

3. **Implications for the Council**

3.1 **Early Intervention and Prevention (EIP)**

3.2 **Economic Resilience (ER)**

3.3 **Improving Outcomes for Children**

3.4 **Reducing demand of services**

Advice to residents may clarify their complaints. Learning from complaints will help ensure that errors are not repeated and processes are more efficient and effective.

3.5 **Other (eg Legal/Financial or Human Resources)**

Complaint handling investigation can help reduce risk of services not adhering to legal processes.

4. **Consultees and their opinions**

None

5. **Next steps**

N/A

6. **Officer recommendations and reasons**

To accept the report.

7. **Cabinet portfolio holder's recommendations**

8. **Contact officer**

Chris Read, Corporate Customer Standards 01484 221000

9. **Background Papers and History of Decisions**

None

10. **Service Director responsible**

Eamonn Croston