

**REPORT FOR DECISION**

Agenda Item	
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**MEETING:** STANDARDS COMMITTEE  
**DATE:** THURSDAY 17 NOVEMBER 2005  
**SUBJECT:** LOCAL GOVERNMENT OMBUDSMAN – ANNUAL REPORT FOR 2004/2005  
**REPORT FROM:** MONITORING OFFICER  
**CONTACT OFFICER:** DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

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**TYPE OF DECISION:** COMMITTEE

**REPORT STATUS:** OPEN

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**PURPOSE/SUMMARY:** To present to Members information extracted from the Ombudsman's Annual Report for 2004/2005.

**OPTIONS AND RECOMMENDED OPTION (with reasons):** The Committee is asked to note the report.

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**IMPLICATIONS -**

**Financial Implications and Risk Considerations**

There are no such implications arising from this report

**Corporate Aims/Policy Framework:**

Do the proposals accord with the Policy Framework? Yes  ✓ No

Are there any legal implications? Yes  No  ✓

**Considered by Monitoring Officer:** Yes  ✓

**Statement by Director of Finance and E-Government:** N/A

**Staffing/ICT/Property:** N/A

**Wards Affected:** N/A

**Scrutiny Interest:** N/A

**TRACKING/PROCESS****DIRECTOR: LEGAL AND DEMOCRATIC SERVICES**

Chief Executive/ Management Board	Executive Member/ Chair	Ward Members	Partners
<b>NO</b>	<b>NO</b>	<b>NO</b>	<b>NO</b>
Scrutiny Panel	Executive	Committee	Council
<b>NO</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>

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**1.0 BACKGROUND**

1.1 Each year the Ombudsman issues a report which provides analysis of complaints and provides information for each local authority.

The following information has been extracted from the Report:

- Analysis of Complaints – This deals with numbers of complaints and types.
- Complaint Statistics by Authority – an extract of the statistics relating to Greater Manchester Authorities is included, together with the Glossary of Terminology.

**2.0 CONCLUSION**

2.1 Members are asked to note the information extracted from the Ombudsman's Annual Report.

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**List of Background Papers: Nil**

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