

AGENDA ITEM 7

**STANDARDS COMMITTEE
11 DECEMBER 2007**

OMBUDSMAN TRAINING – UPDATE

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DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES**

PURPOSE OF REPORT

1. To provide Members with further information in respect of forthcoming Ombudsman training

BACKGROUND

2. It was reported to the last meeting of the Standards Committee, held on 11 September 2007, that consideration was being given to purchasing training from the Local Government Ombudsman for staff who undertake complaints investigations.
3. Attached at Appendix 1 is a flyer from the office of the Local Government Ombudsman which outlines the effective complaint handling course.
4. Each one day course can provide for a group of up to 30 staff with two presenters. Each day will cost £1,380, so the total cost will amount to £2,760 for the training costs.
5. There has been a significant amount of interest in this course from all departments within the Council, and at present we have approximately 80 people who want to attend.
6. The dates agreed with the office of the Local Government Ombudsman for these courses are Tuesday 26 February 2008 and Tuesday 4 March 2008. It is unlikely that all of the staff who have expressed an interest will be available on these two dates, and so we are already considering a further course early in 2008/2009 in order to ensure that everyone who has expressed an interest in attending has the opportunity to do so.

CONCLUSIONS AND RECOMMENDATIONS

7. This report is simply to update Members further to the report presented to Committee at its last meeting, and to confirm that the Ombudsman training in respect of staff who undertake complaints investigation is going ahead as agreed by Committee.

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