

Local Government
OMBUDSMAN

17 November 2014

Councillor Joshua Chapman
Chair of Adjudication & Review
London Borough of Havering
Main Road
Romford
RM1 3BD

If telephoning please contact: Lisa Penny on 02476 820019
Email address: l.penny@lgo.org.uk

Dear Cllr Chapman,

Annual Letter July 2014

Thank you for your letter of 7 November. I have read the exchange of correspondence following the publication of the Annual Letter in July 2014 and hope that you have found the explanations helpful in understanding the changes to our practice.

Can I assure you that it is not our intention to produce information for local authorities which is difficult to use to drive up standards. Indeed, we want to do more to support effective local accountability. The publication for the first time this year of a bespoke report of local authority complaints, published at the same time as the annual letters, is one way we hope to do this.

I am sorry you were disappointed in the Annual Letter this year and will certainly take this into consideration in reviewing our future practice. I in no way want to diminish the excellent relationship built up between LGO and local councils over many years.

Thank you for taking the time to draw this to my attention. Your positive support is much appreciated.

*Yours,
Jane Martin*

Dr Jane Martin
Local Government Ombudsman
Chair of the Commission for Local Administration in England

The Oaks No 2
Westwood Way
Westwood Business Park
Coventry
CV4 8JB

T: 024 7682 0000
F: 024 7682 0001
W: www.lgo.org.uk