

Report of: Chief Executive
To: Standards Committee
Date: 1st December 2006 **Item No:**
Title of Report : Ombudsman Investigation

Summary and Recommendations

Purpose of report: To provide information requested by Committee at its meeting on 8th September 2006

Key decision: No

Portfolio Holder: Councillor David Rundle

Scrutiny Responsibility: N/A

Ward(s) affected: All

Report Approved by: Sarah Fogden, Financial & Asset Management
Business Manager
William Reed, Democratic Services Manager

Policy Framework: Corporate Governance

Recommendation(s): The Committee is asked to note the report.

Introduction

1. At its meeting on 8th September 2006, following consideration of the Chief Executive's report on a recent Ombudsman investigation, Committee resolved to ask the Chief Executive to report on:
 - a. How much money had been paid out in total by way of refund of rent, noting that the amount refunded represented sums which the Council had not been owed, and whether refunds had also been paid to people who had moved from the accommodation, the subject of the investigation;

- b. What training had been given to those staff responsible for implementing financial changes?

Total Refund

2. A total of £6,072.33, including interest, has been paid out. In addition to the complainant, three other residents have received refunds.
3. There were three former residents entitled to a refund. Of these, one is deceased and had no next of kin, while the Council has no details of forwarding addresses for the other two.

Training

4. Housing rents no longer include a modernisation element and they are now calculated in accordance with a formula set by the Government.
5. Appropriate finance officers in the Financial and Asset Management Business Unit and staff in the Rents Team, part of Oxford City Homes, have received training, so they know how the rents are calculated using the formula.

Name and contact details of author: Michael Newman, Corporate Secretariat Manager

Background papers: None