

INDUCTION PROGRAMME FOR THE NEW LOCAL GOVERNMENT OMBUDSMAN (YORK OFFICE)

OBJECTIVES

- 1. To understand the CLAE's governance arrangements including the role of the Commission.**
- 2. To understand the current organisational and management issues within the York office.**
- 3. To become familiar with the authorities and other stakeholders within the area of the York office.**
- 4. To learn about the Ombudsman's jurisdiction and practice in handling complaint investigations and about monitoring and advice on casework.**
- 5. To learn about the Commission's public value agenda and its approach to initiating, leading and implementing change.**
- 6. To increase understanding of the external environment in relation to the work of the Ombudsman.**

OUTLINE PROGRAMME

Chairman, Chief Executive and LGO - London:

- The Commission
- Role of Chairman and CE
- Corporate Planning
- Public Value Programme:
 - Profile
 - Accessibility
 - Communications
 - Annual Letters
 - Special Reports
 - Annual Report
 - Council visits
 - Guidance and training
 - Link Officer Seminars
 - Equality and diversity
 - Quality and efficiency
 - CPA
- Funding
- Governance – Code of Conduct
- Staff development
- Interface between LGO's
- The Regulatory Environment
- Public Sector Ombudsmen
- BIOA
- IOI
- Relations:
 - Government
 - The Courts
 - LGA
 - SOLACE / ACSeS
 - Voluntary Sector
 - Regulators
 - BIOA
 - IOI & EOI
- Complaint trends
- Ombudsman Watch

LGO – Coventry:

- Role of LGO
- Jurisdiction
- Interpretation and application of Local Government Act 1974
- New handbook (replacing investigation manual)
- Maladministration
- Injustice
- Remedies
- Reports
- Local settlements
- Sample monitoring

Deputy Ombudsman – York:

- The York office
- Delegation scheme
- Office management
- Local culture
- Performance
- LGO / Deputy interface
- Role of AOs

Secretary to the Commission and Deputy Chief Executive:

- Corporate support to the Commission
- Deputies' Group activity
- FOI / Records management
- Customer satisfaction
- Quality and efficiency
- Change implementation
- Commission Secretary role
- The Business Plan

Head of Finance and Estates:

- Financial structure
- Budget preparation
- Budgetary control
- Accounting arrangements

- Account holders meetings
- Estates matters

Head of Human Resources:

- Employee relations
- Recruitment processes
- Development and training
- Pay and conditions of service
- Employment practices and procedures
- Disciplinary procedures
- Competency framework
- Appraisal systems

Head of Policy and Research:

- Policy development
- Research activity
- Responses to consultation documents
- Progressing change

Head of Communications:

- Improving profile
- Communications Strategy
- Media relations
- Accessibility
- Web development

Head of IT:

- IT Strategy
- Local IT presence
- COMTRAC and its review
- Systems development
- IT support

Legal Adviser to the Commission:

- Local Government Act 1974
- Case law
- Judicial Review
- Human Rights
- Regulatory Reform Order
- Courts and Tribunal Bill
- FOIA and DPA
- Role of legal adviser
- Use of external advice:
 - MBRM
 - Bevan Brittan
 - David Goldman
- Use of counsel

PLUS a meeting with an Assistant Ombudsman and an Investigator both from York to talk about:

- Team structure
- Allocation of complaints
- Advice Calls service
- Investigative practice
- Exercise of delegations
- Screening of complaints