

16 June 2009

Mr K Dicks  
Chief Executive  
Redditch Borough Council  
DX 19106  
Redditch

Our ref: JRW/rt  
(Please quote our reference when contacting us)

**If telephoning contact: Mr D Pollard on 02476 820062  
or email: [d.pollard@lgo.org.uk](mailto:d.pollard@lgo.org.uk)**

Dear Mr Dicks

### **Annual Review 2008/09**

I am writing to give you a summary of the complaints about your Council that my office has dealt with over the past year, set out in the annual review attached. We have changed the name from annual letter to annual review to better describe the updated document format. I hope you find the review a useful addition to other information you have on how people experience or perceive your services.

The review is split into two sections. The first concerns complaints about your Council and the second section provides a general update on LGO developments. This includes our proposal to introduce 'statements of reasons' for Ombudsmen decisions. I would welcome your views on this and any comments you may have on the form and content of the review.

We will publish all the annual reviews on our website ([www.lgo.org.uk](http://www.lgo.org.uk)) and share them with the Audit Commission. We will wait for four weeks after this letter before doing so, to give you an opportunity to consider the review first. If any material factual inaccuracy is found we will reissue it. We will also publish on our website a summary of statistics relating to the complaints we have received and dealt with against all authorities.

I would again be happy to consider requests for me or a senior colleague to visit the Council to present and discuss the letter with councillors or staff. We will do our best to meet the requests within the limits of the resources available to us.

I am also arranging for a copy of this letter and the review to be sent to you electronically so that you can distribute it easily internally and put the annual review on your Council's website. You do not need to include this covering letter on your website.

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**Advice Team: 0845 602 1983**

**Jerry White**  
Local Government Ombudsman  
**Neville Jones**  
Deputy Ombudsman

This is the last Annual Review that I will have the honour of presenting to your authority. I retire from my position as Local Government Ombudsman on 30 September 2009, after more than fourteen years in post, in order to become Professor in London History at Birkbeck, University of London. I would like to take this opportunity to thank you for the unfailing courtesy I have received from officers and Members of the Council during my period in office; and I offer the Council warmest wishes for the future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J R White', written in a cursive style.

J R White  
Local Government Ombudsman