



ST HELENS
BOROUGH COUNCIL

Standards Committee

12 January 2021

Report Title:	Local Government and Social Care Ombudsman Complaints 2020/21
Cabinet Portfolio	Councillor Martin Bond
Cabinet Member	Finance & Governance
Exempt Report	No
Reason for Exemption	N/A
Key Decision	No
Public Notice issued	N/A
Wards Affected	All
Report of	Jan Bakewell Director of Legal & Governance janbakewell@sthelens.gov.uk Tel: 01744 673209
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Borough priorities Please mark X for any priority supported by this report NB Use Section 4 - Background Information to explain how each selected priority is supported	Ensure children and young people have a positive start in life	
	Promote good health, independence and care across our communities	
	Create safe and strong communities for our residents	
	Support a strong, diverse and well-connected local economy	
	Create a green, thriving and vibrant place to be proud of	
	Be a modern, efficient and effective Council	X

1. Summary

- 1.1 To report the complaints being dealt with by the Local Government and Social Care Ombudsman (LGSCO) for 2020/21.

2. Recommendations for Decision

Standards Committee is recommended to note the report.

3. Purpose of this Report

- 3.1 To report the statistics of complaints for 2020/21 being dealt with by the Local Government and Social Care Ombudsman.

4. Background /Reasons for the recommendations

- 4.1 Monthly figures are reported to members informing them of complaints being or that have been dealt with by the Local Government and Social Care Ombudsman The report from April 2020 is attached at Appendix 1 and gives a comparison to the number of complaints dealt with in 2019/20.
- 4.2 Due to the Covid-19 Pandemic, on 26 March 2020 the Ombudsman decided to temporarily suspend all casework activity where that work placed an administrative burden on councils or social care providers. They carried out a survey of councils and also spoke to key stakeholders including the Local Government Association.
- 4.3 On 22 May 2020 the Ombudsman restarted existing casework in a planned and measured way and ensured Councils that they would slow their re-engagement if it would start to distract Councils from providing front-line services.

5. Community Impact Assessment

- 5.1 N/A

6 Consideration of Alternatives

6.1 None

7 Conclusions

7.1 To note the latest 2020/21 figures.

8.0 Implications

N/A

9. Background papers

None

10. Appendices

Appendix 1: LGSCO Statistics 2020/21