



ST HELENS
BOROUGH COUNCIL

Standards Committee

18 January 2022

Report Title:	Local Government and Social Care Ombudsman Complaints 2021/22
Cabinet Portfolio	Finance and Governance
Cabinet Member	Councillor Martin Bond
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
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Borough priorities	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 and neighbourhoods for all	
	Support a strong, thriving, inclusive and well-connected local economy	
	Create green and vibrant places that reflect our heritage and culture	
	Be a responsible Council	X

1. Summary

- 1.1 To report the complaints being dealt with by the Local Government and Social Care Ombudsman (LGSCO) for 2021/22.

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 2021/22 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 2021 is attached at Appendix 1 and gives a comparison to the number of complaints dealt with in 2020/21.

5. Community Impact Assessment

- 5.1 N/A

6 Consideration of Alternatives

- 6.1 None

7 Conclusions

- 7.1 To note the latest 2021/22 figures.

8.0 Implications

N/A

9. Background papers

None

10. Appendices

Appendix 1: LGSCO Statistics 2021/22