



Standards Committee

17 January 2023

Report Title:	Local Government and Social Care Ombudsman Complaints 2022/23
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 and Governance janbakewell@sthelens.gov.uk
Contact Officer	Joanne Griffiths MBE Team Manager- Democratic and Scrutiny Services joanegriffiths@sthelens.gov.uk

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 2022/23.

2. Recommendations for Decision

- i. **Standards Committee is recommended to note the report.**

3. Purpose of this Report

- 3.1 To report the statistics of complaints for 2022/23 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 attached at Appendix 1 provides details of cases up to November 2022.

5. Consideration of Alternatives

- 5.1 None.

6. Conclusions

- 6.1 To note the figures for 2022/23

7. Legal Implications

- 7.1 None.

8. Community Impact Assessment (CIA) Implications

8.5 N/A

9. Social Value

9.5 None.

10. Sustainability and Environment

10.5 None.

11. Health and Wellbeing

11.5 None.

12. Equality and Human Rights

12.5 None.

13. Customer and Resident

13.5 None.

14. Asset and Property

14.5 None.

15. Staffing and Human Resources

15.5 None.

16. Risks

16.5 None.

17. Finance

17.5 None.

18. Policy Framework Implications

18.5 None.

19. Impact and Opportunities on Localities

19.5 None.

20. Background Documents

20.5 None

21. Appendices

Appendix 1: LGSCO Statistics 2022/23