



**ST HELENS**  
BOROUGH COUNCIL

## Standards Committee

**10 July 2023**

|                             |  |
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| <b>Report Title:</b>        | <b>Local Government and Social Care Ombudsman Complaints 2023/24</b>                   |
| <b>Cabinet Portfolio</b>    | Corporate Services   |
| <b>Cabinet Member</b>       | Councillor Martin Bond   |
| <b>Exempt Report</b>        | No   |
| <b>Reason for Exemption</b> | N/A  |
| <b>Key Decision</b>         | No   |
| <b>Public Notice issued</b> | N/A  |
| <b>Wards Affected</b>       | All  |
| <b>Report of</b>            | Jan Bakewell<br>Director of Legal & Governance<br>janbakewell@sthelens.gov.uk          |
| <b>Contact Officer</b>      | Joanne Griffiths MBE<br>Democratic Services Manager<br>joannegriffiths@sthelens.gov.uk |

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|---------------------------|--|---|
| <b>Borough priorities</b> | 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 2023/24.

## 2. Recommendations for Decision

The Standards Committee is recommended to note the report.

## 3. Purpose of this Report

- 3.1 To report the statistics of complaints for 2023/24 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 2023 is attached at Appendix 1.
- 4.2 The Annual Review Letter will be sent to the Chief Executive on 21 July 2023 and forwarded to all members for information. This gives the statistics for 2022/23.

## 5. Consideration of Alternatives

- 5.1 None.

## 6. Conclusions

- 6.1 To note the figures for 2023/24

## 7. Legal Implications

- 7.1 None.

**8. Community Impact Assessment (CIA) Implications**

8.1 N/A

**9. Social Value**

9.1 None.

**10. Sustainability and Environment**

10.1 None.

**11. Health and Wellbeing**

11.1 None.

**12. Equality and Human Rights**

12.1 None.

**13. Customer and Resident**

13.1 None.

**14. Asset and Property**

14.1 None.

**15. Staffing and Human Resources**

15.1 None.

**16. Risks**

16.1 None.

**17. Finance**

17.1 None.

**18. Policy Framework Implications**

18.1 None.

**19. Impact and Opportunities on Localities**

19.1 None.

**20. Background Documents**

20.1 None

**21. Appendices**