



Standards Committee

16 January 2024

Report Title	Local Government and Social Care Ombudsman Annual Review Letter 2022/23
Cabinet Portfolio	Corporate Services
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
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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 receipt of the Annual Review Letter from the Local Government and Social Care Ombudsman.

2. Recommendation for Decision

Standards Committee is recommended to note the report.

3. Purpose of this Report

- 3.1 To report the Annual Review letter which the Local Government and Social Care Ombudsman sent to the Chief Executive on 19 July 2023 and is reported to the next ordinary meeting of the Standards Committee. The letter was also emailed to all Members on 27 July 2023.

4. Background /Reasons for the recommendations

- 4.1 The Local Government and Social Care Ombudsman (LGSCO) provides an Annual Review Letter to each Council to help inform elected members of their respective Council's performance in relation to complaints. A copy of the letter is attached to the report at Appendix 1.
- 4.2 The Annual Review Letter provides information in relation to the number of complaints received by the LGSCO in the twelve-month period ending 31 March 2023, as well as the decisions reached by the LGSCO in the same period. Members will note that in the period, eight out of 11 complaints were upheld, which, in comparison to 2021/22, was 11 out of 13.
- 4.3 The Ombudsman reported that in 100% of cases they were satisfied the authority had successfully implemented their recommendations.
- 4.4 The significant challenges facing the Council in terms of budget reductions does mean that it becomes harder to continue to meet customer expectations and can impact on the scope for, and level of, complaints. The Council continues to treat all complaints seriously and ensures that we action any learning points and make necessary changes to our processes where appropriate.
- 4.5 The Council's programme of transformation and performance improvement will allocate focused resource to address and support any performance issues highlighted by upheld complaints. The Policy, Change & Reform department includes responsibility for Policy, Performance, Business Intelligence, Communications and Reputational Management, including all complaints. This ensures the Council reviews lessons learnt from resident concerns and complaints to inform the continuous improvement of services.

5. Consideration of Alternatives

- 5.1 N/A

6. Conclusions

- 6.1 To note the Annual Review letter.

7. Legal Implications

7.1 N/A

8. Financial Implications

8.1 N/A

9. Equality Impact Assessment

9.1 N/A

10. Social Value

10.1 N/A

11. Net Zero and Environment

11.1 N/A

12. Health and Wellbeing

12.1 N/A

13. Customer and Resident

13.1 If Residents and customers are dissatisfied that their complaint hasnt been resolved following the Council's Corporate Complaint process they are able to escalate their complaint to the Ombudsman who will consider it further.

14. Asset and Property

14.1 N/A

15. Staffing and People Management

15.1 N/A

16. Risks

16.1 N/A

17. Policy Framework Implications

17.1 N/A

18. Impact and Opportunities on Localities

18.1 N/A

19. Background Documents

19.1 N/A

20. Appendices

20.1 Appendix 1 Annual Review Letter 2022/23