



# Standards Committee

16 January 2024

<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 Director of Legal and Governance <a href="mailto:janbakewell@sthelens.gov.uk">janbakewell@sthelens.gov.uk</a>
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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. Recommendation 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 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.

## **5. Consideration of Alternatives**

- 5.1 N/A

## **6. Conclusions**

- 6.1 To note the figures for 2023/24

## **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 LGSCO Statistics 2023/24