

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN
ANNUAL REVIEW LETTER 2018/19

WARDS AFFECTED

N/A

EXEMPT/CONFIDENTIAL ITEM

No

1. Purpose of the Report

1.1 To report the receipt of the Annual Review Letter from the Local Government Ombudsman.

2. Background

2.1 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.

2.2 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 2019, as well as the decisions reached by the LGSCO in the same period. Members will note that in the period, five complaints were upheld, which, in comparison to 2017/18, was three less.

2.3 The significant challenges facing the Council in terms of budget reductions does mean that it becomes harder to continue to meet expectations and can impact on the scope for, and level of, complaints. The Council continues to treat all complaints seriously and ensures we take on board any learning points and make necessary changes to our processes where appropriate.

3. Recommendation

The Committee is asked to note the report.

Mark Fisher
Monitoring Officer

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