

GOVERNANCE COMMITTEE

18th SEPTEMBER 2018

REPORT OF MONITORING OFFICER

UPDATE ON LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN FINDINGS 2018

1.0 PURPOSE OF REPORT

1.1 To update the Committee on the annual review letter received from the Local Government and Social Care Ombudsman in respect of decisions made regarding complaints against Local Authorities for the year ending 31 March 2018.

2.0 RECOMMENDATIONS

2.1 **That the Committee notes the information provided in Appendix A.**

3.0 KEY ISSUES

3.1 The Local Government Ombudsman ["LGSCO"] is the final stage for complaints about councils, all adult social care providers and some other organisations. The LGSCO offers a free of charge service and investigate complaints in a fair and independent manner.

3.2 The Local Government Ombudsman has published statistics to show the number of complaints it has upheld or not upheld for each Authority for the year ending 31 March 2018. (Attached Appendix A).

3.3 Members should note that the LGSCO received a total of 8 complaints in respect of Melton Borough Council:

- Advice was give in respect of one complaint;
- Six were referred back to the Council for a resolution; and
- One was closed after initial enquiries

3.4 The LGSCO did not conduct any detailed investigations in respect of Melton Borough Council and as a result no complaints were upheld.

4.0 POLICY AND CORPORATE IMPLICATIONS

There are no direct policy or corporate implications

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

5.1 There are no direct financial implications to this report, however any complaints upheld against a Council could result in the Council being required to pay compensation.

6.0 **LEGAL IMPLICATIONS/POWERS**

6.1 There are no direct legal implications to the report.

7.0 **COMMUNITY SAFETY**

7.1 There are no particular implications arising from this report.

8.0 **EQUALITIES**

8.1 There are no particular equalities issues arising as a result of this report.

9.0 **RISKS**

9.1 There are no risks to this report.

10.0 **CLIMATE CHANGE**

10.1 There are no particular implications arising from this report.

11.0 **CONSULTATION**

11.1 None

12.0 **WARDS AFFECTED**

12.1 All

Contact Officer Adele Wylie
Date: 29 August 2018

Appendices : Local Government Ombudsman Statistics
Background Papers:

Reference : X:\Cttee, Council & Sub Cttees\Governance\201819\Item7