

**Report of the Monitoring Officer**

|   |
|---|
| <p><b>Local Government and Social Care, and Housing Ombudsman<br/>Annual Review</b></p> |
|---|

1. Purpose of Report

To present the Local Government and Social Care Ombudsman's (LGSCO) and Housing Ombudsman's (HO) annual review of complaints received and determined against the Council.

2. Recommendation

**The Committee is asked to NOTE the report.**

3. Detail

The LGSCO and HO have published their annual performance reports for the Council. The purpose of the annual reviews are to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of the LGSCO's and HO's key business plan objectives. Its corporate strategy is based on remedying injustice and improving public services. Furthermore, the Council provide this scrutiny through its quarterly and annual complaint reports which are reviewed by this Committee and Cabinet.

In 2023/24, the LGSCO registered a total of 17 complaints against the Council. 14 of these complaints were not investigated due to the lack of fault found during initial enquiries. However, the LGSCO investigated three complaints which were upheld. Additional information can be found at **Appendix 1**.

In 2023/24, the HO investigated nine complaints which were upheld. Additional information can be found at **Appendix 2**.

The submissions provided by the LGSCO and HO detail the Council's performance across the County against other Local Authorities and Housing providers.

It should be noted that all recommendations made as part of the LGSCO's and HO's recommendations were complied with to a satisfactory standard.

4. Financial Implications

The comments from the Head of Finance Services were as follows:

Any financial implications are considered in the report and appendices. The cost of compensation is charged either directly to the service or recognised in a central corporate budget. Any significant additional budgets required, above virement limits, would require approval by Cabinet.

5. Legal Implications

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The LGO has provided guidance on how local authorities should report findings of maladministration/fault in regards to routine mistakes and service failures, and where the Council has agreed to remedy the complaint by implementing the recommendations made following an investigation. Section 5 of the Local Government and Housing Act 1989 requires the Council's Monitoring Officer to report on any maladministration or injustice that has been investigated by the Ombudsman.

Further, under the Local Government Act 1974, whenever the LGO issues a formal public report to the Council, it is obliged to lay that report before full Council for consideration and respond within three months, setting out the action that it has taken, or proposes to take, in response to the report.

6. Human Resources Implications

Not applicable.

7. Union Comments

Not applicable.

8. Climate Change Implications

The climate change implications are contained within the report.

9. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

10. Equality Impact Assessment

Not applicable.

11. Background Papers

Nil.