

<b>Local Members Interest</b>
N/A

## **Audit and Standards Committee - Tuesday 26 October 2021**

### **The Local Government and Social Care Ombudsman Annual Review Letter**

#### **Recommendation**

- a. That the Committee consider the Annual Review Letter of the Local Government and Social Care Ombudsman taking the opportunity for any comments on the content.

#### **Report of John Tradewell, Monitoring Officer**

### **Report**

#### **Background**

1. The Local Authority operates three complaints procedures; two statutory in line with the Adult and Children's social care complaint regulations and a corporate complaints procedure to address complaints about services that the Council provide or commission.
2. The ultimate escalation for any complaint would be the Local Government and Social Care Ombudsman (LGSCO).
3. Attached is the Local Government and Social Care Ombudsman annual summary of statistics on the decisions made by them in relation to the Local Authority for the year ending 31 March 2021. Seen as Appendix One and Two.
4. The information sent by the LGSCO is not in an easy read format and therefore Appendix Three is a breakdown of the data with comparators.

#### **List of Background Documents/Appendices:**

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|----------------|---|
| Appendix One   | Annual Review Letter of the Local Government and Social Care Ombudsman (LGSCO). |
| Appendix Two   | Excel Spreadsheet provided by the LGSCO giving a breakdown of all cases.        |
| Appendix Three | Breakdown of the LGSCO information.   |

## Contact Details

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