

<b>Board/Committee:</b>	Standards and Audit Sub Board
<b>Date of meeting:</b>	15 September 2022
<b>Title:</b>	Local Government Ombudsman Review 2021/22
<b>Author:</b>	Chief Executive
<b>Status:</b>	For Noting

### **Purpose**

To advise the Sub Board of the Annual Review Letter 2022 received from the Local Government Ombudsman.

### **Recommendation**

That the Sub- Board note the report.

#### **1.0 Background**

- 1.1 The Local Government Ombudsman writes to all local authorities on an annual basis summarising the complaints about the authority which have been dealt with by the Ombudsman during the previous year ending 31 March.
- 1.2 The Ombudsman's Annual Review Letter for the year ended 31 March 2022 is attached to this report as Appendix 1.

#### **2.0 Report**

- 2.1 The Ombudsman's Team received six complaints and enquiries during 2021/22, three more than 2020/21 (figures for 2020/21 are shown in brackets). Of these, two were concerned with Corporate and other services (none), one with Housing Services (one), two with Environmental Services and Public Protection Legislation (none) and one with Planning and Development (one).
- 2.2 During this period, two of the complaints received by the Ombudsman were closed after initial enquiries (one), one was closed as was invalid or incomplete (none) and two were referred back for local resolution (one). One does not have a resolution outcome detailed.
- 2.3 The Ombudsman suspended investigations to complaints through the period of 30 March 2020 and June 2020 as a result of the pandemic, which impacted on complaint numbers for 2020/2021

#### **3.0 Risk assessment**

- 3.1 It is important that the Council has an effective and robust Customer Complaints Procedure in place in order to minimise the instances of compensation being paid.

#### **4.0 Conclusion**

4.1 It is intended that this review be published on the Council's website.

Financial Services Comments :	None
Legal Services Comments :	None
Climate Change Implications	None
Crime and Disorder	None
Service Improvement Plan implications:	None
Corporate Plan:	None
Risk Assessment:	See above
Background papers:	Local Government Ombudsman Complaint Statistics
Appendix A:	Local Government Ombudsman's Annual Review 2021/22
Report Author/Lead Officer:	David Williams