

Audit and Governance Committee



Date of meeting:	21 September 2020
Title of Report:	Analysis of Local Government and Social Care Ombudsman Annual Review Letter 2019/20
Lead Member:	Councillor Sally Haydon (Cabinet Member for Customer Focus and Community Safety)
Lead Strategic Director:	Andy Ralphs (Strategic Director of Customer and Corporate Services)
Author:	Helen Cocks (Customer Liaison Manager)
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Your Reference:	
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

To share analysis of the data reported in the Local Government and Social Care Ombudsman Annual Review Letter 2019/20 and to share recommendations, as a result of lessons learned that will improve the customer experience, for approval.

Recommendations and Reasons

Recommendations are detailed in Section 2.4 of the report but in summary are;

1. Continue to improve performance against Service Standards
2. Provide guidance and training for staff undertaking investigations within the Statutory Complaints Process
3. Continue to improve the reporting capability for the Statutory Complaints Process
4. Improve processing of remedial action as notified by the LGSCO.

The recommendations have been put together to ensure that PCC continues to learn from customer feedback and focus on improving service delivery, reducing failure demand and improving internal complaints handling.

Alternative options considered and rejected

None

Relevance to the Corporate Plan and/or the Plymouth Plan

Listening to our customers and communities – use of customer feedback for service
Providing quality public services – customer complaints resolved at first and second stage, statutory complaints completed within timescales, customer experience

Implications for the Medium Term Financial Plan and Resource Implications:

None

Carbon Footprint (Environmental) Implications:

None

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

Failure to learn lessons from complaints risks future service failure.

Appendices

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Analysis of LGSCO Annual Review Letter							
B	LGSCO Annual Review Letter 2019/20							
C	LGSCO Comparator Group 2019/20							
D	LGSCO Annual Review of Local Government Complaints 2019/20							
E	Corporate and Statutory Complaints 2019/20							

Background papers:

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7
https://www.lgo.org.uk/information-centre/councils-performance							

Sign off:

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Originating Senior Leadership Team member: Faye Hambleton, Service Director for Customer Services and Service Centre											

Please confirm the Strategic Director(s) has agreed the report? Yes

Date agreed: 13/08/2020

Cabinet Member approval: Approved by email

Date approved: 07/09/2020