

Health and Adult Social Care Overview and Scrutiny Committee



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| Date of meeting: | 26 October 2023 |
| Title of Report: | ANALYSIS OF LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN ANNUAL REVIEW LETTER 2021/22 |
| Lead Member: | Councillor Mrs Mary Aspinall (Cabinet Member for Health and Adult Social Care) |
| Lead Strategic Director: | Gary Walbridge (Interim Strategic Director for People) |
| Author: | Rob Sowden |
| Contact Email: | Robert.sowden@plymouth.gov.uk |
| Your Reference: | H&ASCLGO0923 |
| Key Decision: | No |
| Confidentiality: | Part I - Official |

Purpose of Report

The purpose of this report is to provide members of the committee with assurance that the Council, and in particular the Strategic Commissioning department analyses all complaints that reach the Local Government and Social Care Ombudsman (LGO) in order to action recommendations, and to assure that there is a culture of learning from findings.

Recommendations and Reasons

The Health and Adult Social Care Overview and Scrutiny Committee notes the LGO complaints report.

Alternative options considered and rejected

N/A

Relevance to the Corporate Plan and/or the Plymouth Plan

This report links to the following Corporate Plan priorities; Working with the NHS to provide better access to health, care and dentistry, and Keeping children, adults and communities safe.

Implications for the Medium Term Financial Plan and Resource Implications:

None

Financial Risks

None

Carbon Footprint (Environmental) Implications:

None

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

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

N/A

Appendices

*Add rows as required to box below

| 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If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.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> | | | | | | |
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| A | ANALYSIS OF LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN ANNUAL REVIEW LETTER 2021/22 | | | | | | | |
| B | DECISIONS MADE | | | | | | | |
| C | COMPARATOR GROUPS | | | | | | | |

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

| 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> | | | | | | |
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Sign off:

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| Fin | DJN. 23.2 4.11 4 | Leg | LS/0 0001 075/ AC/2 /14/9 /23 | Mon Off | Click here to enter text. | HR | Click here to enter text. | Asset s | Click here to enter text. | Strat Proc | Click here to enter text. |
| Originating Senior Leadership Team member: Emma Crowther (Interim Head of Commissioning) | | | | | | | | | | | |
| Please confirm the Strategic Director(s) has agreed the report? Yes | | | | | | | | | | | |
| Date agreed: 13/09/2023 | | | | | | | | | | | |
| Cabinet Member approval: Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care) | | | | | | | | | | | |
| Date approved: 14/09/2023 | | | | | | | | | | | |