

Performance, Finance and Customer Focus Overview and Scrutiny Committee



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| Date of meeting: | 02 October 2019 |
| Title of Report: | Analysis of Local Government and Social Care Ombudsman Annual Report 2018/19 |
| 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 |
| Contact Email: | helen.cocks@plymouth.gov.uk |
| Your Reference: | HC/19 |
| Key Decision: | No |
| Confidentiality: | Part I - Official |

Purpose of Report

Every year the Local Government and Social Care Ombudsman (LGSCO) sends each council an annual review letter which outlines the Ombudsman's position in relation to complaints monitoring. The publication of the 2018/19 annual report provides an opportunity to review and discuss complaints that have been received about Plymouth during the period 1 April 2018 to 31 March 2019.

This briefing provides analysis of the LGSCO annual review data and presents an annual summary for Plymouth comparing our local statistics with the relative benchmarks. It also highlights the lessons learned, how individual teams and services have responded to LGSCO complaints and what the Council has done differently following LGSCO intervention.

After investigation, the LGSCO upheld 18 complaints of the 107 complaints they made decisions about in relation to Plymouth City Council.

Recommendations and Reasons

1. To approve the Recommendations set out in paragraph 2.3 of this Report.
2. To note the progress made to date and approve the proposals set out in paragraph 2.4 of this Report.

Alternative options considered and rejected

N/A

Relevance to the Corporate Plan and/or the Plymouth Plan

The analysis and organisational learning contained within this paper will contribute towards corporate performance indicators: percentage of complaints resolved at first stage and percentage of complaints

resolved at second stage. This indicator sits within the 'How we will deliver' theme, supporting the council to provide quality public services and listening to our customers and communities.

Implications for the Medium Term Financial Plan and Resource Implications:

No specific implications result from this report.

Carbon Footprint (Environmental) Implications:

No specific implications result from this report.

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.*

None

Appendices

**Add rows as required to box below*

| Ref. | Title of Appendix | Exemption Paragraph Number (if applicable) | | | | | | |
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| | | <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 Local Government and Social Care Ombudsman Annual Report 2018/19 | | | | | | | |
| B | Decisions made by the LGSCO for Plymouth in 2018/19 | | | | | | | |
| C | How to understand the categories in the breakdown tables on the LGSCO's Annual Review Letter 2018/19 | | | | | | | |
| D | Remedies for those complaints upheld by the LGSCO following detailed investigation in 2018/19 for Plymouth | | | | | | | |
| E | Corporate and Statutory Complaints 2018/19 | | | | | | | |
| F | Analysis of Local Government and Social Care Ombudsman Annual Report 2017/18 | | | | | | | |
| G | Progress update on 2017/18 Recommendations | | | | | | | |

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| H | LGSCO Annual Review Letter 201819 | | | | | | | | |
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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) | | | | | | |
|----------------------------------|---|---|---|---|---|---|---|
| | 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. | | | | | | |
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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: 20/08/2019 | | | | | | | | | | | |
| Cabinet Member approval: Cllr Sally Haydon Date approved: 27/08/2019 | | | | | | | | | | | |