

LOCAL GOVERNMENT OMBUDSMAN ANNUAL REVIEW LETTER 2018/19

Meeting **9 January 2020**

Report Author **Director of Corporate Governance and Monitoring Officer**

Portfolio Holder **Cabinet Member for Corporate Governance and Coastal Development**

Status **For Information**

Classification: **Unrestricted**

Executive Summary:

The Ombudsman's annual review letter for 2018-19 is attached to this report with annexes. Further detail is provided of formal decisions received by the Ombudsman showing the outcome and learning points.

Recommendation(s):

Members are requested to note the report.

CORPORATE IMPLICATIONS

Financial and Value for Money	There are no financial implications arising directly from this report.
Legal	The Local Government and Social Care Ombudsman, formerly the Local Government Ombudsman (LGO) is a service that investigates complaints from the public about councils and some other bodies providing public services in England. It also investigates complaints about registered adult social care providers. It is the last stage of the complaints process, for people who have given the council or provider opportunity to resolve the issue first. It is a free service.
Corporate	The Standards Committee receives and considers the Local Government Ombudsman annual review.
Equality Act 2010 & Public Sector Equality Duty	Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

	Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.	
	Please indicate which aim is relevant to the report.	
	Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,	
	Advance equality of opportunity between people who share a protected characteristic and people who do not share it	
	Foster good relations between people who share a protected characteristic and people who do not share it.	
There are no equality implications arising from this report.		

CORPORATE PRIORITIES (tick those relevant) ✓	
Growth	
Environment	
Communities	✓

1.0 Introduction and Background

- 1.1 The annual letter from the Ombudsman is attached together with its appendices.
- 1.2 A brief commentary on some of the outcomes and learning points from the complaints is also attached for information. This is intended to provide greater transparency on the issues dealt with by the Ombudsman and our responses.

2.0 The Figures

- 2.1 The raw figures show:
- 41 complaints and enquiries were received in 2018-19 compared to 49 in 2017-18.
 - Detailed investigations upheld has increased to 8 in 2018-19 compared to 5 in 2017-18.
 - Detailed investigations not upheld has dropped to 4 in 2018-19 from 5 in 2017-18.
 - All recommendations have been complied with.

Contact Officer:	Tim Howes, Director of Corporate Governance and Monitoring Officer
Reporting to:	Madeline Homer, Chief Executive

Annex List

Annex 1	Annual Review letter 2019
Annex 2	List of outcomes and learning points (where applicable)

Corporate Consultation

Finance	
Legal	Tim Howes, Director of Corporate Governance and Monitoring Officer