

COUNCIL – 14 SEPTEMBER 2021

Report of the Monitoring Officer

Part A

ITEM 6.1 LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN REVIEW LETTER 2020/21

Purpose of Report

To make Members aware of the Local Government & Social Care Ombudsman's (LGSCO) review letter for 2020/21 and one case of a complaint that was upheld by the LGSCO during the year, in accordance with the LGSCO's guidance which is that the Monitoring Officer should make a periodic report to Councillors summarising any upheld complaints.

Recommendation

That the Local Government & Social Care Ombudsman's appended review letter for 2020/21, and the summary of the upheld complaint as set out in Part B of this report, be noted.

Reason

To comply with the guidance from the Local Government & Social Care Ombudsman that the Monitoring Officer should make Members aware of upheld complaints on a periodic basis.

Policy Justification and Previous Decisions

The LGSCO's guidance is that the Monitoring Officer should report details of complaints to Members periodically.

Implementation Timetable including Future Decisions and Scrutiny

No further actions are required to implement the recommended decision.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are none.

Risk Management

There are no specific risks associated with this decision.

Background Papers:

LGSCO Decision Summary for the upheld
complaint during 2020/21:

<https://www.lgo.org.uk/decisions/other-categories/other/19-007-447>

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Part B

Background

1. The LGSCO is the final stage for complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. They are a free service. They investigate complaints in a fair and independent way, and do not take sides.
2. Their annual review letter for 2020/21 is appended to this report, and notes that there was one upheld complaint during the year.

Upheld Complaint

3. The upheld complaint (ref. 19-007-447) related to a complaint that the Council wrongly placed the complainant on the corporate warning register (a register that officers can refer to that records potential risks when visiting properties or dealing with individuals, such as abusive or violent behaviour) and failed to properly review the restrictions on her. The investigation found that while the Council was at fault for including one issue it should not have, it explained why it placed the complainant on the register and why it was entitled to do so. The Council also separately responded to the high volumes of contacts from the complainant by setting out restrictions on her, and there was no evidence of fault in how it did this. The Council agreed to apologise to the complainant for including an issue on the register that it should not have.

Appendix

LGSCO Review Letter for 2020/21