



Policy, Finance and Development Committee	Tuesday, 15 September 2020	Matter for Information
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Report Title: **Local Government and Social Care Ombudsman
Annual Review Letter (2019/20)**

Report Author(s): **David Gill (Head of Law & Democracy / Monitoring Officer)**

Purpose of Report:	The purpose of the report is to bring to Members' attention the details of the Local Government and Social Care Ombudsman's Annual Review Letter in respect of Oadby and Wigston Borough Council for the year ending 31 March 2020.
Report Summary:	The Local Government and Social Care Ombudsman publishes an Annual Review Letter, containing statistical information relating to the number and type of complaints that they have received against the Council.
Recommendation(s):	That the content of the report and appendices be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Anne Court (Chief Executive / Head of Paid Service) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk David Gill (Head of Law & Democracy / Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk
Corporate Objectives:	Providing Excellent Services (CO3)
Vision and Values:	Accountability (V1) Respect (V2) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications directly arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Regulatory Governance (CR6)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications directly arising from this report.
Health and Safety:	There are no implications directly arising from this report.

Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	As the author, the report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	<ol style="list-style-type: none"> 1. Annual Review Letter (2019/20) 2. Statistic Information (2019/20)

1. Information

- 1.1 The Local Government and Social Care Ombudsman (LGSCO) publishes an Annual Review Letter containing statistical information relating to the number and type of complaints that they have received against the Council.
- 1.2 The statistical information provides information on:
 - the complaints and enquiries received in the period;
 - the decisions made in the period; and
 - compliance with the recommendations recorded during the period.
- 1.3 The Annual Review Letter for 2019/20 is attached at **Appendix 1** together with the statistical information attached at **Appendix 2**.
- 1.4 The focus of the Annual Review Letter is now no longer on the number of complaints received by the Council, but on the outcome of those complaints investigated and what can be learned from them where fault is found.
- 1.5 The LGSCO publishes an interactive map where comparisons can be made between different councils which can be found at www.lgo.org.uk/your-councils-performance.