

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting14th September 2017

1. Title of Item/Report

Local Government and Social Care Ombudsman Complaints – The Local Authority Report for Stockton 2016/17

2. Record of the Decision

Consideration was given to a report that provided the details of the Ombudsman’s annual review letter for the Council for 2016/17.

The Ombudsman had published the annual summary of statistics on the complaints and enquiries received about the Council and the decisions made in that respect for the year ended 31 March 2017.

It was positive to note that, whilst of course all complaints were considered very seriously and all recommendations and learning were adopted, there had been no formal public interest reports issued during the year and only three decisions upheld following detailed investigation by the LGO.

A copy of the 2017 review letter and statistics tables were attached to the report. A copy of the 2016 statistics table was also attached to the report for comparison purposes.

The number of decisions made by the Ombudsman in 2016/17 reduced slightly (from 45 to 41). The number of detailed investigations undertaken decreased significantly from 20 (in 2015/16) to 10 in 2016/17, and the number of complaints upheld also decreased significantly from 12 to 3.

The 3 upheld complaints were remedied by the Council following the Ombudsman’s involvement.

Also attached to the report was a press release from the Local Government Ombudsman providing details about the Ombudsman’s annual review of Local Government complaints for 2016/17. This provided a national context for Stockton’s complaint and enquiry statistics.

RESOLVED that:-

1. The report be noted which sets out that no formal public interest reports have been received and three Ombudsman decisions were upheld for the year 2016/17.
2. It be noted that effective procedures remain in place to ensure that all learning from Ombudsman findings takes place.
3. Reasons for the Decision

To ensure Members are aware of the position regarding complaints to the Ombudsman about the Council.
4. Alternative Options Considered and Rejected

None.
5. Declared (Cabinet Member) Conflicts of Interest

None.
6. Details of any Dispensations

N/A
7. Date and Time by which Call In must be executed

Midnight, 22 September 2017

Proper Officer
18 September 2017