

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....17th September 2020

1. Title of Item/Report

Local Government & Social Care Ombudsman (LGSCO) Report 2019/20

2. Record of the Decision

Consideration was given to details of the Ombudsman's annual review letter for the Council for 2019/20.

It was noted that 40 enquiries were submitted to the Ombudsman during the year, 8 less than were received the previous year. Of those received, 10 met the threshold for a detailed investigation by the Ombudsman. Of these 10 complaint investigations, six were upheld.

All recommendations made by the Ombudsman have been implemented since receipt of the report. It was noted that the Ombudsman published public interest reports for more serious cases in order to share the lessons learned from the cases they investigate, as well as holding authorities to account. In 2019/20 63 Public Interest Reports were issued nationally. It was pleasing to note that no reports were published for the Borough in 2019/20.

All matters raised with the Ombudsman were reviewed by the Corporate Governance Group and by the Council's Corporate Management Team on a quarterly basis to ensure that all learning was shared and picked up by the relevant department. Detailed reviews were also shared with the appropriate Directors and Cabinet Portfolio leads to ensure that appropriate action was taken. The Corporate complaints team have also benefitted from national training provided by the LGSCO and have a positive and constructive relationship with the Ombudsman via the link officer seminars. The guidance issued this year on good administrative practice and handling of complaints during the Covid-19 crisis has been of particular relevance and value this year.

RESOLVED that:-

1.Cabinet note the report which sets out that no formal public interest reports have been received.

2. Cabinet note that effective procedures remain in place to ensure that all learning from Ombudsman recommendations and findings take 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 on Friday 25th September 2020

Proper Officer  
21 September 2020