

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting16th September 2021

1. Title of Item/Report

Local Government & Social Care Ombudsman (LGSCO) Complaints
Report
2002/21

2. Record of the Decision

Cabinet were provided with a report providing details of the Ombudsman's annual review letter for the Council for 2020/21, together with Annual statistics for 2020, identifying the use of the powers available to the Local Authority through the RIPA Act 2000.

It was noted that 29 enquiries were submitted to the Ombudsman during the year, which was a reduction from 40 the previous year, and of these, 9 met the threshold for a detailed investigation by the Ombudsman. Of the 9 complaint investigations, 4 were upheld. All recommendations made by the Ombudsman, following his investigations have been implemented. No formal public interest reports have been published.

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. Cabinet note the authorities use of RIPA powers in 2020.

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-Friday 24th September 2021

Proper Officer
20 September 2021