# ECONOMY AND RESOURCES SCRUTINY COMMITTEE 10 September 2020

## **REVIEW OF OUTCOME OF COMPLAINTS MADE TO OMBUDSMAN**

## SUMMARY REPORT

## **Purpose of the Report**

 To consider the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO)

## Summary

- Attached at Annex 1 is a report detailing the cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) which is due to be considered by Cabinet at its meeting on 15 September 2020.
- 3. Cabinet receive reports of those areas of the Council's functions where complaints have arisen. It is appropriate to review these in order to establish whether there is any pattern to complaints received or whether there is a particular Directorate affected or a type of complaint which is prevalent. If there were a significant number of cases in any one particular area, that might indicate a problem which the Council would seek to address.

#### Recommendation

5. It is recommended that Members consider the report and forward any views to Cabinet for consideration.

## Paul Wildsmith Managing Director

## **Background Papers**

No background papers were used in the preparation of this report.

S17 Crime and DisorderThere are no specific crime and disorder implications in this report.Health and Well BeingThere are no issues relating to health and well being which this report needs to address.Carbon Impact and Climate ChangeThere are no specific carbon impact issues in this report.DiversityThe report does not contain any proposals that impact on diversity issues.Wards AffectedAll wards are affected.Groups AffectedNo specific groups are particularly affected.Budget and Policy FrameworkThe report does not represent a change to the budget and policy framework.Virgent DecisionThe report does not require a key decision.Urgent DecisionThe report does not require an urgent decision.One Darlington: Perfectly PlacedThe subject matter of the report, the Councils financial standing and financial management, is critical to delivery of the SCS, but this report does not contain new proposals.EfficiencyThe report contains updated information regarding efficiency savings contained in the MTFP.Impact of Looked After Children and Care LeaversThis report has no impact on Looked After Children or Care Leavers		1
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