

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE**  
**10 September 2020**

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

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**SUMMARY REPORT**

**Purpose of the Report**

1. 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**

2. 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 Disorder	There are no specific crime and disorder implications in this report.
Health and Well Being	There are no issues relating to health and well being which this report needs to address.
Carbon Impact and Climate Change	There are no specific carbon impact issues in this report.
Diversity	The report does not contain any proposals that impact on diversity issues.
Wards Affected	All wards are affected.
Groups Affected	No specific groups are particularly affected.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	The report does not require a key decision.
Urgent Decision	The report does not require an urgent decision.
One Darlington: Perfectly Placed	The 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.
Efficiency	The report contains updated information regarding efficiency savings contained in the MTFP.
Impact of Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers