

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE  
2 SEPTEMBER 2021**

---

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

---

**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 7 September 2021.
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**

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

**Elizabeth Davison  
Group Director of Operations**

**Background Papers**

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

S17 Crime and Disorder	This report is for information to members and requires no decision. Therefore there are no issues in relation to Crime and Disorder.
Health and Well Being	This report is for information to members and requires no decision. Therefore there are no issues in relation to Health and Well Being.
Carbon Impact and Climate Change	This report is for information to members and requires no decision. Therefore there are no issues in relation to Carbon Impact.
Diversity	This report is for information to members and requires no decision. Therefore there are no issues in relation to Diversity.
Wards Affected	This report affects all wards equally.
Groups Affected	This report is for information to members and requires no decision. Therefore there is no impact on any particular group.
Budget and Policy Framework	This report does not recommend any changes to the Budget or Policy Framework.
Key Decision	This is not a Key Decision.
Urgent Decision	This is not an Urgent Decision.
Council Plan	This report contributes to all the priorities in the Council Plan.
Efficiency	Efficiency issues are highlighted through complaints.
S17 Crime and Disorder	This report is for information to members and requires no decision. Therefore there are no issues in relation to Crime and Disorder.