

## **ECONOMY AND RESOURCES SCRUTINY COMMITTEE**

**3 November 2022**

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### **COMPLAINTS MADE TO LOCAL GOVERNMENT OMBUDSMAN**

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#### **SUMMARY REPORT**

##### **Purpose of the Report**

1. To provide Members with an update of the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS)

##### **Summary**

2. Attached at **Annex 1** is a report scheduled to be considered by Cabinet at its meeting on 6 December 2022, outlining the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS)

##### **Recommendation**

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

**Luke Swinhoe**  
**Assistant Director Law and Governance**

##### **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.