

**Bolsover District Council**

**Meeting of the Executive on Monday 5<sup>th</sup> September 2022**

**Annual Letter from the Local Government & Social Care Ombudsman 2021/22**

**Report of the Executive Director of Resources**

<b>Classification</b>	This report is Public
<b>Report By</b>	Karen Hanson Executive Director Resources <a href="mailto:karen.hanson@bolsover.gov.uk">karen.hanson@bolsover.gov.uk</a>
<b>Contact Officer</b>	Karen Hanson Executive Director Resources <a href="mailto:karen.hanson@bolsover.gov.uk">karen.hanson@bolsover.gov.uk</a>

**PURPOSE/SUMMARY OF REPORT**

To provide Executive with information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2021/22

---

**REPORT DETAILS**

**1. Background**

- 1.1 The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contains an annual summary of statistics on the complaints made against the Council for the financial year ending 31<sup>st</sup> March 2022. It should be noted that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 The Annual Letter 2022 (Appendix 1) and supporting information is attached.
- 1.3 The LGSCO received 10 enquiries and complaints during 2021/22, none of which were subject to a detailed investigation.
- 1.4 The Council complied fully with previous recommendations (100%). This refers to one complaint carried over from 2020/21.

## 2. Details of Proposal or Information

2.1 N/A

## 3. Reasons for Recommendation

3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2021/22.

## 4 Alternative Options and Reasons for Rejection

4.1 None.

---

## RECOMMENDATION(S)

That Executive note the Annual Letter from the Local Government & Social Care Ombudsman 2021/22.

Approved by Councillor Duncan McGregor, Portfolio Holder for Corporate Governance

### IMPLICATIONS:

**Finance and Risk:**            Yes             No

**Details:**

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman

On behalf of the Section 151 Officer

**Legal (including Data Protection):**            Yes             No

**Details:**

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

On behalf of the Solicitor to the Council

**Staffing:**            Yes             No

**Details:**

There are no staffing implications contained within this report

On behalf of the Head of Paid Service

## DECISION INFORMATION

<p><b>Is the decision a Key Decision?</b>  A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:</p> <p><b>Revenue - £75,000</b> <input type="checkbox"/> <b>Capital - £150,000</b> <input type="checkbox"/>  <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>  <i>(Only Key Decisions are subject to Call-In)</i></p>	No

<p><b>District Wards Significantly Affected</b></p>	(please state which wards or state All if all wards are affected)
<p><b>Consultation:</b>  <b>Leader / Deputy Leader</b> <input checked="" type="checkbox"/> <b>Executive</b> <input type="checkbox"/>  <b>SLT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/>  <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	Details:

<p><b>Links to Council Ambition: Customers, Economy and Environment.</b></p>
<p>Increasing customer satisfaction with our services  Improving customer contact and removing barriers to accessing information  Actively engaging with partners to benefit our customers  Promoting equality and diversity and supporting vulnerable and disadvantaged people</p>

<b>DOCUMENT INFORMATION</b>	
<b>Appendix No</b>	<b>Title</b>
1	Annual Letter from the Local Government & Social Care Ombudsman 2020/21

<p><b>Background Papers</b>  <i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i></p>