



Date of Meeting	Tuesday 19 <sup>th</sup> September 2017
Portfolio	Cabinet Member for Corporate and Regulation
Report Author	Carolyn Whitham
Public/Private Document	Public

## LGO Annual Review 2016-17

### Executive Summary

1. The report provides Members with the Annual Review of complaints made to the Local Government & Social Care Ombudsman (LGO) about Rochdale Borough Council in the year ending 31 March 2017.

### Recommendation

2. It is recommended that Members note the content of the report and Annual Review letter.

### Reason for Recommendation

3. Part of the Council's performance management process is to ensure the Authority's ambition to continuously improve services is realised. The Annual Review provides an overview of the effectiveness of the Council's complaints procedures and customer satisfaction with Council services.

### Key Points for Consideration

4. The Annual Review letter provides local authorities with the LGO's assessment of the Council's performance in complaint handling for the previous financial year. In addition, the review also provides a general update on developments affecting the LGO.

The Review shows the relatively small number of complaints received against Rochdale Council by the Ombudsman during 2016/17. In total 40 complaints and enquiries were received, which is a reduction on the previous year when the total was 64.

The number of decisions made by the LGO differs from the number of complaints and enquiries received, as complaints may be received and decided upon in different financial years.

Of 38 decisions made during 2016/17, only 7 complaints were subject to

detailed investigation. 17 complaints were referred back to the Council as premature to be considered under the Council's own complaints procedure, 12 complaints were closed after initial enquiries, and 2 complaints were classified as invalid, in that the complainant had either provided insufficient information or advised at an early stage they did not wish to pursue the complaint.

Of the 7 complaints that were investigated, 6 were found to be upheld and 1 was not upheld. The LGO recommended remedies for 5 of the upheld complaints, all of which were accepted and implemented.

Details of the complaints that were upheld can be found below.

<b>LGO Category</b>	<b>Nature of complaint</b>
Adult Care Services	Information re care charges
Adult Care Services	Standard of care and care fees
Adult Care Services	Safeguarding procedures
Adult Care Services	Assessment process
Environmental Management	Waste collections
Highways	Public footpath

In addition to Annual Review letters, the LGO also publishes an annual Review of Local Government Complaints, which includes a summary of complaint statistics for every Local Authority in England. Appendix 2 contains an extract from the review which highlights Rochdale Council's performance in comparison with neighbouring authorities.

As can be seen from the extract, the number of enquiries / complaints received by the LGO and the number of complaints decided in 2016-17 were lower for Rochdale MBC than for any of the neighbouring authorities.

#### 4.1 **Alternatives Considered**

None. Information is provided annually by the Local Government & Social Care Ombudsman.

### **Costs and Budget Summary**

5. The total cost of agreed local settlements for LGO complaint decisions taken during 2016-17 was £1,904.36. A breakdown is shown below. This is a reduction on the previous year when the total cost was £5,142.57.

<b>Service</b>	<b>£</b>
Adult Care	1,804.36
Environmental Management	100.00
<b>Total</b>	<b>1,904.36</b>

### **Risk and Policy Implications**

6. There are no specific risk issues for Members to consider arising from this report.

<b>Consultation</b>
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7. Not applicable.

<b>Background Papers</b>	<b>Place of Inspection</b>
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8. None	
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