

SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
INTERIM SCRUTINY MANAGER	INTERNAL AFFAIRS SCRUTINY COMMITTEE	5 SEPTEMBER 2023	6
ANNUAL REVIEW LETTER 2022/23 - LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

PURPOSE OF THIS REPORT

To consider the Annual Review Letter from the Local Government and Social Care Ombudsman (LG&SCO) for 2022/23, attached.

SOURCE OF REFERRAL

Annual Review Letter from Local Government and Social Care Ombudsman for 2022/23.

FURTHER INFORMATION

<https://www.lgo.org.uk/your-councils-performance/fylde-borough-council/statistics>

SUGGESTED RECOMMENDATIONS

To note the Annual Review Letter and make any comments as necessary.

REPORT

1. The Local Government & Social Care Ombudsman investigates complaints of injustice arising from maladministration by local authorities and certain other bodies. They investigate complaints about most council matters including housing, planning, education, social services, consumer protection, drainage, council tax etc. The Ombudsman can investigate complaints about how the council has done something, but they cannot question what a council has done simply because someone does not agree with it.
2. A complainant must give the council concerned an opportunity to deal with a complaint first. It is best to use [the council's own complaints procedure](#), if it has one. If the complainant is not satisfied with the action the council takes, he or she can submit a complaint to the Local Government & Social Care Ombudsman (LG&SCO).
3. The Ombudsman Annual Review Letter (attached as Appendix 1) presents an annual summary of the complaints made to the Ombudsman about Fylde Borough Council over the last year 2022/23. The letter also provides a link to [your council's performance](#) for the past several years.
4. Appendix 2 provides statistics for the year on the numbers of complaints received by the Ombudsman in relation to Fylde, the numbers of complaints decided (including those which were upheld) and compliance

with the Ombudsman’s recommendations on those complaints upheld.

5. Attached at appendix 3 is a comparison of Fylde Council’s performance over the past five years for complaints received and decided by the LG&SCO. Appendix 4 sets out a comparison of the performance of all Lancashire district authorities for the past year 2022/23 for complaints and enquires received (by category) and decided (by outcome) by the LG&SCO.
6. For the year ending 31 March 2023, the Ombudsman received 5 complaints against Fylde Council (4 less than the year before in 2021/22). It is noted that complaints about planning matters continues to make up the single largest group of complaints. There were no findings of maladministration.
7. Gemma Broadley, Head of Corporate Services, who acts as the Council’s Ombudsman Liaison Officer will be at the meeting to answer questions from the Committee.

PAPERS REVELANT BACKGROUND TO THIS ITEM		
Name of document	Date	Where available for inspection
Your council performance	2022/23	https://www.lgo.org.uk/your-councils-performance

LEAD AUTHOR	CONTACT DETAILS	DATE
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Attached documents:

- Appendix 1 Local Government & Social Care Ombudsman Annual Review Letter 2022/23
- Appendix 2 Local Government & Social Care Ombudsman – Complaint statistics 2022/23
- Appendix 3 Fylde Council - Complaints and enquiries received (by category) and decided (by outcome) by LG&SCO over past 5 years
- Appendix 4 Comparisons of Lancashire district authorities - Complaints and enquiries received (by category) and decided (by outcome) by LG&SCO - 2022-23