

## Local Government Ombudsman Annual Assurance Report

### 2020 – Briefing Paper

- ❖ The attached report provides a reflection on the complaints received
  - under the Have Your Say (HYS) process
  - under the statutory Social Care complaints process
  - about the School Admissions appeals process
  - by the Local Government and Social Care Ombudsman (LGSCO or LGO)

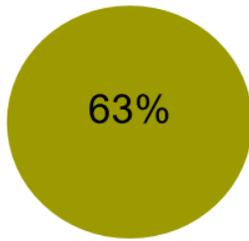
for the period of 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020. The information is taken from NCC records and the LGO Annual Letter, which is issued to all Councils and is published on the Ombudsman's website.

- ❖ To enable Nottingham City Council to deliver high quality services it is important that we record and listen to feedback from people using Council services.
- ❖ There are currently two complaints teams within Nottingham City Council. One team handles the statutory complaints in relation to Children and Adults Social Care Services, and the HYS team handles the complaints and feedback for all other Council services.
- ❖ There are some areas that cannot be dealt with by the HYS complaints process as they are covered by another process or legal procedure. The LGO oversee some but not all of the HYS exemptions. This includes Social Care complaints and School Admissions appeals. They do not oversee the exemptions where there is a right to appeal or take legal action.
- ❖ Overall the breakdown of complaints investigated by the LGO for each Complaints area is as follows:

<b>NCC Process</b>	<b>Cases</b>	<b>LGO Investigations</b>	<b>Not Upheld</b>	<b>Upheld</b>	<b>% Upheld</b>	<b>Resolved Pre LGO</b>	<b>Error Rate</b>
Corporate Complaints (Have Your Say)	5163	7	3	4	57%	25%	0.1%
Childrens Social Care Complaints	240	1	0	1	100%	0%	0.4%
Adults Social Care Complaints	213	10	4	6	60%	0%	2.8%
School Admission Appeals	435	0	0	0	0%	0%	0.0%
School Transport Appeals	25	1	0	1	100%	0%	4.0%

#### ❖ **Local Government Ombudsman Annual Letter**

On July 29<sup>th</sup> 2020 the LGO launched their annual review of local government and social care complaints for 2019-20.



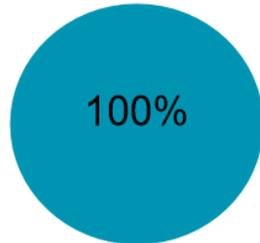
63% of complaints we investigated were upheld.

This compares to an average of 56% in similar authorities.

12 upheld decisions

Statistics are based on a total of 19 detailed investigations for the period between 1 April 2019 to 31 March 2020

**This is an improvement to last year where there were a higher number of detailed investigations of 26 cases, and 69% of these were upheld.**

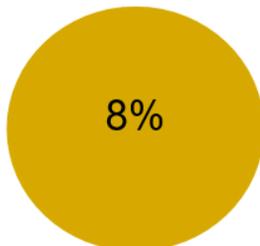


In 100% of cases we were satisfied the authority had successfully implemented our recommendations.

This compares to an average of 99% in similar authorities.

Statistics are based on a total of 11 compliance outcomes for the period between 1 April 2019 to 31 March 2020

**Nottingham City Council also achieved 100% satisfactory compliance outcomes last year.**



In 8% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of 11% in similar authorities.

1 satisfactory remedy decision

Statistics are based on a total of 19 detailed investigations for the period between 1 April 2019 to 31 March 2020

**This is an improvement on last year in which Nottingham City Council had provided a satisfactory remedy in 6% of cases before the complaint had reached the LGO.**

- ❖ The LGO Annual Review Letter shows that they received 75 complaints and enquiries about NCC for the 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 period and 86 were assessed and issued with decisions. 29 were treated as premature, 2 were requests for advice, 3 were either incomplete or invalid and 33 were closed after initial enquiries. 19 complaints involved detailed investigations by the LGO and 12 of these were upheld.
- ❖ Since April 2018, it is reported the Council has agreed to make improvements to services following an investigation from the LGO on 9 cases. This includes 5 for Social Care, 3 for School Admissions and 1 for Safer Housing.
- ❖ The latest figures of upheld complaints from the Ombudsman represent just 0.2% of the complaints received by NCC and this demonstrates our commitment to working positively with citizens and is one of the lowest rates amongst core cities.