

# TEIGNBRIDGE DISTRICT COUNCIL

## AUDIT SCRUTINY COMMITTEE

21<sup>ST</sup> OCTOBER 2020

### PART I

<b>Report Title</b>	<b>Local Government Ombudsman – Annual Report</b>
<b>Purpose of Report</b>	To make members aware of the findings of the
<b>Recommendation(s)</b>	<b>The Committee RESOLVES to note the report.</b>
<b>Financial Implications</b>	None – see section 3.1.
<b>Legal Implications</b>	None – see section 3.2.
<b>Risk Assessment</b>	Not applicable – see section 3.3.
<b>Environmental/ Climate Change Implications</b>	Not applicable – see section 3.4.
<b>Report Author</b>	Sue Heath, Audit & Information Governance Manager Email: sue.heath@teignbridge.gov.uk
<b>Executive Member</b>	Councillor Keeling, Corporate Resources
<b>Appendices / Background Papers</b>	None.

---

#### 1. INTRODUCTION / BACKGROUND

- 1.1 The Local Government and Social Care Ombudsman (LGO) investigates complaints which cannot be resolved by the Council itself, and makes recommendations where faults have caused injustice.

1.2 Before the LGO will consider a case, customers must have first pursued the Council's own complaints process. This involves two stages:

- Stage 1: the service will review the complaint, and respond accordingly. This response will usually be from the relevant service manager.
- Stage 2: if the claimant is still dissatisfied, it will be escalated to a member or the Senior Leadership Team.

1.3 The LGO issues an Annual Review Letter to each Council. Teignbridge's is copied below. In summary, **5** investigations were undertaken for the period 1 April 2019 to 31 March 2020. **None of the complaints were upheld.** This compares to an average of 45% upheld in similar Councils and is therefore an excellent outcome for Teignbridge.

The complaints investigated were in the following areas:

<b>1</b>	Housing re. a Disabled Facilities Grant application	Not upheld
<b>2</b>	Planning re. enforcement of breach of planning control	Not upheld
<b>3</b>	Planning re. breach of condition	Not upheld
<b>4</b>	Planning re. erection of balcony	Not upheld
<b>5</b>	Environmental Control re. noise nuisance	Not upheld

## **2. IMPLICATIONS, RISK MANAGEMENT & CLIMATE CHANGE IMPACT**

2.1 **Financial** - there are no financial implications.

2.2 **Legal** - there are no legal issues.

2.3 **Risks** - not applicable.

2.4 **Environmental/Climate Change Impact** - not applicable.

## **3. CONCLUSION**

That the report be noted.

# Local Government & Social Care OMBUDSMAN

22 July 2020

*By email*

Mr Shears Managing Director  
Teignbridge District Council

Dear Mr Shears

## **Annual Review letter 2020**

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

## **Complaint statistics**

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

**Complaints upheld** - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

**Compliance with recommendations** - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

**Satisfactory remedies provided by the authority** - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to

resolving complaints. We recognise cases where an authority has taken steps to put things right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [Your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

### **Resources to help you get it right**

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

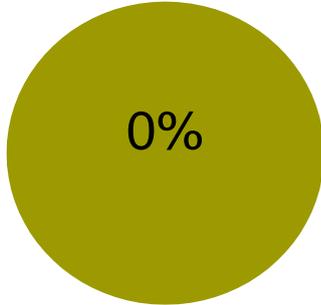
We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we delivered last year and included more training to adult social care providers than ever before. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

Yours sincerely,



Michael King  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England

### Complaints upheld



0% of complaints we investigated were upheld.

This compares to an average of 45% in similar authorities.

0 upheld decisions

Statistics are based on a total of 5 detailed investigations for the period between 1 April 2019 to 31 March 2020

### Compliance with Ombudsman recommendations

No recommendations were due for compliance in this period

### Satisfactory remedies provided by the authority

The Ombudsman did not uphold any detailed investigations during this period