

ICO AND LGO COMPLAINTS REPORT

Head of Service: Andrew Bircher, Interim Director of Corporate Services

Wards affected: (All Wards);

Appendices (attached):

Summary

This report contains information on recent council complaints, including those from the Local Government and Social Care Ombudsman (LGSCO) and the Information Commissioner's Office (ICO)

Recommendation (s)

The Committee is asked to:

- (1) Note the report.

1 Reason for Recommendation

- 1.1 To ensure the committee is kept apprised of complaints raised against the council, and actions taken to remedy those where the council is found at fault.

2 Background

- 2.1 This is the second of what will be a regular report to the committee to gather all complaints related information in one place for review.
- 2.2 Information in this report may reference other sources of complaints data, such as:
 - 2.2.1 LGSCO Annual Letter: The council receives an annual letter from the LGSCO, detailing ombudsman complaints they've reviewed in the year. This letter is brought to the next available committee meeting following its receipt, usually late summer.

Audit and Scrutiny Committee

28 March 2024

2.2.2 Performance indicator data: Stage 1 and 2 data related to the number of complaints received, and the time taken to process these complaints, features in the Corporate Performance Report, which is also regularly brought to this Committee. The narrative from the most recent quarterly data is included in the performance report elsewhere on the committee agenda.

2.2.3 Annual complaints report: an annual complaints report will also be brought to this committee setting out performance of the council's complaints handling for stage 1 and 2. This report is elsewhere in the committee agenda.

3 Local Government and Social Care Ombudsman and Information Commissioner's Office complaints received since last meeting

LGSCO

3.1 At the last meeting we reported on a case that had been investigated relating to an enforcement issue. Since the last meeting we have not had any further concluded investigations reported to us.

ICO

3.2 No complaints have been received, and no breaches reported to the ICO since the last meeting.

4 Risk Assessment

Legal or other duties

4.1 Equality Impact Assessment

4.1.1 Nothing arises from this report

4.2 Crime & Disorder

4.2.1 None arise from this report

4.3 Safeguarding

4.3.1 None arise from this report

4.4 Dependencies

4.4.1 none

4.5 Other

4.5.1 none

5 Financial Implications

Audit and Scrutiny Committee

28 March 2024

5.1 There are no direct financial implications.

5.2 **Section 151 Officer's comments:** None arising from the contents of this report.

6 Legal Implications

6.1 **Legal Officer's comments:** None arising from the contents of this report

7 Policies, Plans & Partnerships

7.1 **Council's Key Priorities:** The following Key Priorities are engaged:

- Effective council

7.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

7.3 **Climate & Environmental Impact of recommendations:** N/a

7.4 **Sustainability Policy & Community Safety Implications:** The items above deal with issues of community safety, but have been resolved

7.5 **Partnerships:** n/a

8 Background papers

8.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Audit and Scrutiny Committee (2024) *Complaints Report*, 1st February. Online available: <https://democracy.epsom-ewell.gov.uk/ieListDocuments.aspx?CId=157&MId=1512> [Last accessed 27/02/2024].

Other papers:

- None.