

## LGO AND ICO UPDATES

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<b>Wards affected:</b>	(All Wards);
<b>Appendices (attached):</b>	<b>Appendix 1</b> – LGO and ICO updates

### Summary

This report contains information on recent council complaint decisions 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 involving the Ombudsman raised against the council, as well as data breaches, and actions taken to remedy those where the council is found at fault.

## 2 Background

- 2.1 This is a regular report to the committee focused on LGSCO and ICO information.
- 2.2 Outside of this, the council receives an annual letter from the LGSCO, detailing all ombudsman complaints they've reviewed in the year. This letter is brought to the next available committee meeting following its receipt, usually late summer.
- 2.3 Also, complaints performance data for stage 1 and stage 2 complaints detailing the number of complaints received, and the time taken to process these complaints, feature in the Corporate Performance Report, which is also regularly brought to this Committee.

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- 2.4 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 including lessons learned. This report was last brought to the March committee and will next be brought in March 2025

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

#### **LGSCO**

- 3.1 We have received one determination from the LGSO, which is attached to this report as an appendix. A summary of the report is shown as a part two item given the detail of the report and that even though the report is anonymised, it could be possible to identify the person involved with a knowledge of the circumstances.

#### **ICO**

- 3.2 Since the start of the year there have been 5 data breaches, none of which has been reportable to the information Commissioner's office. They related to:
  - 3.2.1 An email containing basic personal identifiers (name, email address) of a resident was sent in error to a contractor
  - 3.2.2 An email containing basic personal identifiers (name, email address) of a resident was sent in error to another resident
  - 3.2.3 An email containing basic personal identifiers (name, email address) of a resident was sent in error to a contractor
  - 3.2.4 A letter from HR to a member of staff that was addressed to their neighbour's address in error.
  - 3.2.5 An email containing the basic personal identifiers (name, email address) of a resident was sent in error to another resident

### **4 Risk Assessment**

Legal or other duties

- 4.1 Equality Impact Assessment
  - 4.1.1 None that arise directly from this report
- 4.2 Crime & Disorder
  - 4.2.1 Although the issues under consideration by the LGO matter relate to a community trigger process, none arise directly from this report
- 4.3 Safeguarding

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4.3.1 None arise directly from this report.

4.4 Dependencies

4.4.1 None arise directly from this report.

4.5 Other

4.5.1 None arise directly from this report.

### 5 Financial Implications

5.1 **Section 151 Officer's comments:** There are no financial issues that arise from this report.

### 6 Legal Implications

6.1 **Legal Officer's comments:** Issues regarding data breach have potentially serious consequences but the items referred to above were minor and not reportable to the ICO.

### 7 Policies, Plans & Partnerships

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

- none

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:** N/A

7.5 **Partnerships:** N/A

### 8 Background papers

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

**Previous reports:**

- A version of this report has been taken to recent A&S committee meetings.

**Other papers:**

- none