

LGO AND ICO UPDATES

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Wards affected:	(All Wards);
Appendices (attached):	

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 came to the last meeting.
- 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 came to the last meeting.

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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 no determinations from the LGSO since the last committee meeting.

ICO

- 3.2 Since the report to the last committee meeting there have been a further one data breach, which was not notifiable to the Information Commissioner's Office. It involved:

- 3.2.1 Email for an FOI request forwarded to resident rather than an internal staff member

- 3.3 The person who received it has been requested to delete it.

- 3.4 Consideration is being given to removal of auto-complete function on email and this was discussed at our Information Governance group. Given the convenience of auto fill and the inconvenience of having to manually type addresses, and the low number of errors, we are not proposing to remove auto-fill but will investigate if a delay would work on sending emails.

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 LGSCO matter relate to a community trigger process, none arise directly from this report.

- 4.3 Safeguarding

- 4.3.1 None arise directly from this report.

- 4.4 Dependencies

- 4.4.1 None arise directly from this report.

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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:

- 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:** 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.