

**Barrow Borough Council
Audit and Governance Committee
30 September 2021**

Local Government Ombudsman Annual Report 2020/21

Report from: Monitoring Officer

Report Author: Jon Huck

Wards: Not applicable

1.0 Summary and Conclusions

1.1 That the Audit and Governance Committee receive the Local Government Ombudsman Annual Report 2020/21.

2.0 Recommendation

2.1.1 It is recommended that the Audit and Governance Committee receive and note the report.

3.0 Background and Proposals

3.1 Attached to this report Members will find a copy of the Local Government Ombudsman Annual Review letter 2020/21 (Appendix 1). The outcomes of the complaints received are broken down into total numbers received (Appendix 2), complaints decided to undertake an investigation and the number upheld.

3.2 During this reporting period the Local Government Ombudsman made 0 decisions. In comparison 1 decision was made in 2019/20, 1 decision in 2018/19 and 0 decisions in 2017/18. Investigations of the LGO have been impacted by Covid and during March to June 2020 they did not accept any new complaints and stopped investigating live cases during this period which reduced the number of complaints decided during this reporting year.

3.3 For 2020/21 one compliance outcome with Ombudsman recommendations was made for the period 1 April 2020 to 31 March 2021. The compliance with the Ombudsman recommendations rate for this period is reported as 100%. The annual review findings are also available on the Local Government Ombudsman website.

3.4 The one compliance outcome related to Planning and Development which the Ombudsman was satisfied with compliance.

3.5 The Council operates a two stage complaints process before matters are referred to the LGO.

4.0 Consultation

Not applicable.

5.0 Alternative Options

5.1 There are no alternative options, the report is to note.

6.0 Contribution to Council Plan Priorities

6.1 Good governance underpins delivery of the Council's priorities.

7.0 Implications

Financial, Resources and Procurement

7.1.1 Not applicable.

Legal

7.1.2 No legal issues identified.

Equality and Diversity

7.2 Have you completed an Equality Impact Analysis? No – Not applicable.

Risk

Risk	Consequence	Controls required
Reputational risk as a result of adverse complaints	The reputation of the council is diminished	Regular review of the complaints policy

Contact Officers

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Appendices Attached to this Report – *If none, please state none or delete section*

Appendix No.	Name of Appendix
1	Local Government Ombudsman Annual Review Letter
2	Local Government Ombudsman Annual Review – appendix complaints received, decided and complaints compliance

Background Documents Available

None