

**ANNUAL REVIEW OF THE LOCAL GOVERNMENT AND  
SOCIAL CARE OMBUDSMAN**

**SUMMARY AND RECOMMENDATIONS:**

The purpose of this report is to update the Licensing and General Purposes Committee on the annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO).

**1. BACKGROUND**

The LGO conducts independent, impartial investigations of complaints about service failure and maladministration. Where complaints arise regarding RBC there is a two-stage formal complaints procedure. Only after the completion of these stages, if the complainant is still dissatisfied then they have the option is to complain to the Local Government Ombudsman. If the ombudsman finds maladministration causing injustice, then he makes recommendations for a remedy to redress the injustice. The LGO can also recommend changes to policy and practice to address wider systemic failures.

The LGO now includes 'Social Care Ombudsman' in its name and logo. This is in response to feedback, which suggested that the current name acted as a barrier to recognition within the social care sector.

**2. THE ANNUAL REVIEW**

In addition to the 2016/17 annual letter, the LGSCO provided spreadsheets detailing additional information on the complaints and enquiries received within the period, and information on the decisions made in the period. This is detailed in appendix A.

**2.1 Complaints Received**

From 5<sup>th</sup> April 2016 until 20<sup>th</sup> March 2017, the LGSCO received a total of 7 complaints against Rushmoor Borough Council. Two of these were referred back to the Council for local resolution without further action being taken by the ombudsman. The remaining 5 complaints were generated from Environmental Health- one ; Planning- three and Revenues and Benefits one.

**2.2 Complaints Decided**

The complaints received against RBC were decided as follows:

- Three complaints were closed after initial enquiries without any investigation having been undertaken. This would have been either because the complaint fell outside the jurisdiction of the LGSCO so that it could not be lawfully investigated, or that there were insufficient grounds for an investigation.
- The two remaining complaints were not upheld

### **3. CONCLUSIONS**

The LGSCO report therefore concludes that Rushmoor Borough Council has a 0% uphold rate, out of seven complaints made against it. The uphold rate is calculated in relation to the total number of detailed investigations. This continues the uphold rate from the previous year and is indicative that the Council's complaints system is working well and that complaints are properly addressed when they occur.

### **4. RECOMMENDATION**

It is recommended that the report be noted.

### **CONTACT DETAILS:**

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## Appendix A:

**Local Authority Report:** Rushmoor Borough Council  
**For the Period Ending:** 31/03/2017

For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

### Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	1	0	0	1	0	0	3	0	5

### Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	0	2	3	2	0	0%	7

#### Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.  
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

#### Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	0