

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Standards Committee	
MEETING/ DECISION DATE:	17th September 2020	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Annual Report on Commission for Local Administration in England (Local Government & Social Care Ombudsman) complaints	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Appendix 1 Annual letter from the Ombudsman Appendix 2 Anonymised determinations made by the Ombudsman 2019 – 2020		

1 THE ISSUE

- 1.1 To report the Ombudsman's Annual Review and determinations for 2019 – 2020 and provide an opportunity for the Standards Committee to comment on these.

2 RECOMMENDATION

The Committee is asked to note the Annual Review and note the determinations made by the Ombudsman and determine what, if any, further action is required.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 None.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 The duty under s.5(2) Local Government & Housing Act 1989 requiring the Monitoring Officer to prepare a formal report to Council where the Ombudsman has found maladministration, can be discharged by an annual periodic report to the Council. The Council has delegated the consideration of any report of the Local Government Ombudsman to the Standards Committee.

5 THE REPORT

5.1 This report covers the period ending 31 March 2020. During this period 44 decisions were made by the Ombudsman. Of the 12 detailed investigations undertaken by the Ombudsman, 6 were not upheld and 6 were upheld. Appendix 2 to the report details the 5 upheld cases in anonymised form and any recommendations made by the Ombudsman.

	Year 16-17	Year 17-18	Year 18-19	Year 19-20
Upheld	9 (16%)	9 (20%)	5 (10%)	6
Referred back	17 (30%)	17 (37%)	24 (45%)	9
Closed without further action	13 (23%)	15 (33%)	13 (24%)	19
Not Upheld	14 (24%)	2 (4%)	7 (13%)	6
Incomplete	4 (7%)	2 (4%)	3 (6%)	4
Advice given	0 (0%)	1 (2%)	1(2%)	0
Total	57	46	53	44

6 RATIONALE

6.1 To allow consideration of the complaints and recommend any actions required.

7 OTHER OPTIONS CONSIDERED

7.1 None

8 CONSULTATION

8.1 S.151 Officer and Strategic Management Team

9 RISK MANAGEMENT

9.1 A risk assessment has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	Maria Lucas tel 01225 395171
Background papers	None
Please contact the report author if you need to access this report in an alternative format	