

**Coventry City Council**  
**Minutes of the Meeting of Cabinet Member for Policy and Leadership held**  
**at 2.00 pm on Wednesday, 10 November 2021**

Members Present:                   Councillor G Duggins (Cabinet Member)  
  
  Councillor G Ridley (Shadow Cabinet Member)

Employees (by Directorate):  
  
  S Bennett, Law and Governance  
  S Chun Lam, Public Health and Wellbeing

**Public Business**

**1.       Declarations of Interest**

There were no declarations of interest.

**2.       Minutes**

The Minutes of the meeting held on 26 November, 2020 were agreed and signed as a true record.

There were no matters arising.

**3.       Complaints to the Local Government and Social Care Ombudsman 2020/21**

The Cabinet Member considered a report of the Chief Executive which indicated that the Local Government and Social Care Ombudsman (LGSCO) is the final stage for complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. It is a free service that investigate complaints in a fair and independent way; and provides a means of redress to individuals for injustice caused by unfair treatment or service failure.

Coventry City Council's complaints policy sets out how individual members of the public can complain to the Council, as well as how the Council handle compliments, comments and complaints. The Council informs individuals of their rights to contact the LGSCO if they are not happy with the Council's decision after they have exhausted the Council's own complaints process.

Every year, the LGSCO issues an annual letter to the Leader and Chief Executive of every Council, summarising the number and trends of complaints dealt with in each Council that year. The latest letter, issued 21 July 2021, covers complaints to Coventry City Council between April 2020 and March 2021 (2020/21). Mid-March 2020 saw an abrupt pause to the Ombudsman's casework in response to the exceptional operational challenges local authorities and care providers faced because of the Covid-19 pandemic. The Ombudsman resumed some casework at

the end of May and started taking new complaints again at the end of June 2020, after a three month pause.

The report set out the number, trends and outcomes of complaints to the LGSCO relating to Coventry City Council in 2020/21. In particular, it focused on upheld complaints, service areas with a high number of complaints, compliance with Ombudsman's recommendations, learning from complaints, and how the Council compare to previous years and other local authorities.

The report will also be considered by the Ethics Committee and the Audit and Procurement Committee

**RESOLVED that the Cabinet Member for Policy and Leadership:-**

- 1) Notes the Council's performance in relation to complaints to the LGSCO**
- 2) Notes the Council's complaints process and guidance**
- 3) Requests that the Audit and Procurement Committee reviews and be assured that the Council takes appropriate action in response to complaints investigated and where the Council is found to be at fault.**

**4. Outstanding Issues**

There were no outstanding issues.

**5. Any Other Items of Urgent Public Business**

There were no other items of urgent public business.

(Meeting closed at 2.10pm)