

Coventry City Council
Minutes of the Meeting of Cabinet Member for Policy and Leadership held at 1.00 pm on Wednesday, 18 January 2023

Members Present: Councillor G Duggins, Cabinet Member for Policy and Leadership

Councillor R Simpson

Employees (by Service Area)

Customer and Business Services I Ahmed, E Sanderson

Law and Governance: S Bennett

Apologies: Councillor G Ridley (Shadow Cabinet Member for Policy and Leadership)

Public Business

1. Declarations of Interest

There were no declarations of interest.

2. Minutes

The Minutes of the meeting held on 10 November, 2021 were agreed and signed as a true record.

There were no matters arising.

3. Complaints to the Local Government and Social Care Ombudsman 2021/22

The Cabinet Member for Policy and Leadership 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 investigates 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 20 July 2022, covers complaints to Coventry City Council between April 2021 and March 2022 (2021/22) and was appended to the report.

The report set out the number, trends and outcomes of complaints to the LGSCO relating to Coventry City Council in 2021/22. It focuses 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 Cabinet Member noted that that the report had also been considered by the Ethics Committee (their Minute 27/22 refers) and would also be considered by 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, in particular complaints that were upheld**
- 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 actions 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 items of urgent public business.

(Meeting closed at 1.10pm)