

**Coventry City Council**  
**Minutes of the Meeting of Cabinet Member for Policy and Leadership**  
**held at 2.00 pm on Thursday, 08 November 2018**

Members Present:

Councillor G Duggins (Cabinet Member)  
Councillor K Taylor (Substitute for Councillor Ridley)

Employees (by Directorate):

People                      S Chun Lam, L Deakin  
Place                        A West

Apologies:                Councillor G Ridley (Shadow Cabinet Member)

## **Public Business**

### **6.        Declarations of Interest**

There were no declarations of interest.

### **7.        Minutes**

The minutes of the meeting held on 26<sup>th</sup> July 2018 were agreed and signed as a true record. There were no matters arising.

### **8.        Complaints to the Local Government and Social Care Ombudsman 2017/18**

The Cabinet Member considered a report of the Deputy Chief Executive (Place) which set out the number, trends and outcomes of complaints to the Local Government and Social Care Ombudsman (LGSCO) relating to Coventry City Council in 2017/18.

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.

The Local Government and Social Care Ombudsman 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.

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 in July 2018, covered complaints to Coventry City Council between April 2017 and March 2018 (2017/18).

The report focused In particular on upheld complaints, service areas with a high number of complaints, learning from complaints, and how the City Council compares to previous years and other local authorities.

Officers stated that subsequent to the period covered by the report, during the first half of 2018/19 14 complaints were investigated by the LGSCO which suggests an increase on the previous year, but the proportion upheld was 57% which is lower than the 77% upheld during 2017/18.

It was noted that the report had been considered by the Ethics Committee at their meeting on 6 November and that they had not made any comments. The report will be considered by the Audit and Procurement Committee on 12<sup>th</sup> November.

**RESOLVED that the Cabinet Member for Policy and Leadership, having considered the Council's performance in relation to complaints to the LGSCO and noted the Council complaints process and guidance:**

- 1. Requests the Audit and Procurement Committee to review and be assured that the Council takes appropriate action in response to complaints investigated and where the Council is found to be at fault.**
- 2. Requests that where complaints are upheld, any lessons are learned and that Directors are made aware of recommendations arising from the complaints that are upheld by Ombudsman.**

**9. Outstanding Issues**

There were no outstanding issues.

**10. Any Other Items of Public Business**

There were no other items of business.

(Meeting closed at 2.16 pm)