

**Coventry City Council**  
**Minutes of the Meeting of Cabinet Member for Policy and Leadership held at 11.00**  
**am on Monday, 20 November 2023**

Members Present:

Councillor G Duggins (Cabinet Member)  
Councillor G Ridley (Shadow Cabinet Member)

Employees (by Service Area):

Customer and Business Services: R Sherwood  
I Hawi

Law and Governance: C Sinclair

## **Public Business**

### **1. Declarations of Interest**

There were no declarations of interest.

### **2. Minutes**

The Minutes of the meeting held on 18 January 2023 were agreed and signed as a true record.

There were no matters arising.

### **3. Complaints to the Local Government and Social Care Ombudsman 2022/23**

The Cabinet Member for Policy and Leadership considered a report of the Chief Executive which set out the number, trends and outcomes of complaints to the LGSCO relating to Coventry City Council in 2022/23. It focused on upheld complaints, compliance with Ombudsman's recommendations, where the Council had provided a satisfactory remedy before the complaint reached the LGSCO, and how we compare to previous years and other local authorities.

The Local Government and Social Care Ombudsman (LGSCO) was 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 was a free service that investigated complaints in a fair and independent way and provided a means of redress to individuals for injustice caused by unfair treatment or service failure.

Coventry City Council's complaints policy set 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 were not happy with the Council's decision after they have exhausted the Council's own complaints process.

Every year, the LGSCO issued 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 19 July 2023, covered complaints to Coventry City Council between April 2022 and March 2023 (2022/23) (which was attached at Appendix 1 of the report).

The Cabinet Member noted that, in respect of financial implications (paragraph 5.1) of the report regarding financial remedy or re-imburement, there had been a change to the figure in the report, that being the addition of £100 which was due to a miscalculation and it brought the total to £15,920.69 (not £15,820.69 as stated).

Having considered that report and matters raised at the meeting, the Cabinet Member requested that any future complaints with elements relating to the City Council's duties under the Equalities Act be reported to him at the earliest opportunity.

The report would also be considered at the Ethics Committee on 14 December 2023 and the Audit and Procurement Committee on 29 January 2024.

**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 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.**

**4. Outstanding Issues**

There were no outstanding issues.

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

There were no items of urgent public business.

(Meeting closed at 11.10 am)