



Coventry City Council

## Briefing note

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**To: Scrutiny Co-ordination Committee**

**Date: 21<sup>st</sup> August 2025**

**Subject: Local Government and Social Care Ombudsman Annual Review Letter 2024-25**

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### **1 Purpose of the Note**

- 1.1 The purpose of this item is to inform Scrutiny Co-ordination Committee of the Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter 2024-25

### **2 Recommendations**

- 2.1 Scrutiny Co-ordination Committee is recommended to:
- 1) Note the content of the LGSCO's letter (Appendix 1)
  - 2) Consider a further item on the Council's Complaints Reports at the meeting on 15<sup>th</sup> January 2026

### **3 Information and Background**

- 3.1 At their meeting on 30<sup>th</sup> January 2024, Scrutiny Co-ordination Committee were assigned lead responsibility for complaints within the Council's governance arrangements, to support a positive complaints handling culture, in accordance with the new LGSCO Code
- 3.2 The Ombudsman provides a review of the Council's annual statistics, which can be found here: [Coventry City Council - Local Government and Social Care Ombudsman](#)
- 3.3 The Council regularly report on complaints handling, and scrutiny will be part of this process.

### **4 Health Inequalities Impact**

- 4.1 All reports considered by scrutiny will be considered for their impact on health inequalities.

Appendix 1: Annual Review Letter

Gennie Holmes  
Scrutiny Co-ordinator  
Law and Governance  
[gennie.holmes@coventry.gov.uk](mailto:gennie.holmes@coventry.gov.uk)