
To: Scrutiny Co-ordination Committee

Date: 16 September 2026

Subject: Local Government and Social Care Ombudsman Annual Review Letter 2025-26

1 Purpose of the Note

- 1.1 The purpose of this note is to inform Scrutiny Co-ordination Committee of the content of the Local Government and Social Care Ombudsman's (LGSCO) Annual Review letter 2025-26.
- 1.2 It is also to update the Committee with examples of the types of complaint that result in financial remedy payments being awarded by the LGSCO and their updated guidance as to how the level of redress is determined, as requested at the previous meeting.

2 Recommendations

- 2.1 Scrutiny Co-ordination Committee is recommended to:
 - 1) Note the content of the LGSCO's letter (Appendix 1 and 2)
 - 2) Note the examples of the complaints resulting in financial remedy payments being awarded by the LGSCO (Appendix 3) and the updated guidance as to how the level of redress is determined (Appendix 4)
 - 3) Consider a further item on the Council's annual Compliments, Comments and Complaints reports at the meeting of 13 January 2027

3 Information and Background

- 3.1 Scrutiny Co-ordination Committee have lead responsibility for complaints within the Council's governance arrangements to support a positive complaint handling culture, in accordance with the LGSCO's Complaint Handling Code (2024).
- 3.2 As such, Scrutiny receives regular information that provides insight on the Council's complaint handling performance, including the annual complaints performance and service improvement report, and the LGSCO's Annual Review letter.
- 3.3 The LGSCO's Annual Review letter is addressed to the Council's Chief Executive, Leader, and the Chair of Scrutiny Co-ordination Committee, and provides a statistical review of the Council's performance in respect of those complaints which

have exhausted the Council's complaints process and have been escalated to, investigated and decided by the Ombudsman. Details can be found here: [Coventry City Council - Local Government and Social Care Ombudsman](#) and are reproduced as Appendix 2.

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 2025-26

Appendix 2 – Annual Review summary 2025-26

Appendix 3 – Examples of complaints resulting in financial remedy payments

Appendix 4 – Summary of LGSCO guidance for financial remedies

Adrian Le Cras
Service Recovery Manager
Customer Services
adrian.lecras@coventry.gov.uk