

## **Local Government and Social Care Ombudsman: SSDC Annual Letter 2022**

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Executive Portfolio Holder: Val Keitch, Strategy  
Strategic Director: Jill Byron, Monitoring Officer  
Lead Officer: Anthony Harold, Deputy Monitoring Officer  
Contact Details: Anthony.harold@southsomerset.gov.uk

### **Purpose of the Report**

To share the contents of the annual summary of complaint statistics from the Local Government and Social Care Ombudsman (LGO) for the year ending 31 March 2022.

### **Public Interest**

Each Local Authority in England is provided with a summary of complaints submitted to the Local Government and Social Care Ombudsman (LGO) regarding its services each year. The information offers a valuable insight about the organisation's approach to complaints.

### **Recommendation**

That Full Council agree to note the content of the Local Government and Social Care Ombudsman Annual Review letter for the year ending 31 March 2022.

### **Background**

The annual summary of complaint statistics from the Local Government and Social Care Ombudsman offers an insight into the Council's approach to complaints and offers valuable opportunities to learn and improve our services.

South Somerset District Council has a 100% record of compliance with LGO decisions.

### **Report Detail**

Between 1 April 2021 and 31 March 2022 the LGO carried out 7 investigations, of which only 3 were upheld. Our percentage of complaints investigated that were upheld (43%) compares favourably with the average in similar organisations (51%).

In one third of upheld cases, we provided a satisfactory remedy prior to the complaint reaching the LGO, which compared with an average of 20% in similar organisations.



## **South Somerset District Council**

The only complaint failure this year involved the collection of waste on a regular basis from a local resident. However, this should be viewed in the context of during the time of Covid-19 restrictions, with fewer drivers and a limited service.

Both complaints and compliments are a valuable source of intelligence to gauge the experience of our residents and service users so that we can achieve excellent service delivery.

We have a good track record and positive working relationship with the LGO, which we will maintain in the run up to Local Government Reorganisation and post vesting day.

### **Financial Implications**

None

### **Legal implications (if any) and details of Statutory Powers**

None.

### **Council Plan Implications**

SSDC Values:

Customers first - Designing plans and services around our customers

Open and transparent – Actively communicating, engaging and listening to feedback

### **Carbon Emissions and Climate Change Implications**

The report does not involve any carbon emissions or climate change implications.

### **Privacy Impact Assessment**

Any personal data collected relating to the complaints received is only processed by SSDC staff and is held securely throughout the process.

### **Background Papers**

Letter from the Local Government and Social Care Ombudsman dated 20 July 2022.