

# **Somerset West and Taunton Council**

## **Audit, Governance and Standards Committee – 7 September 2020**

### **Local Government Ombudsman Summary of Complaints for 2019/20**

**This matter is the responsibility of the Portfolio for Corporate Resources, Cllr  
Ross Henley**

**Report Author: Amy Tregellas, Governance Manager**

#### **1 Executive Summary / Purpose of the Report**

1.1 To present the Committee with the Local Government Ombudsman (LGO) Summary of Complaints for 2019/20. The Appendices are attached as follows:

- Appendix A – Ombudsman letter
- Appendix B – LGO listing of Somerset West and Taunton complaints and decisions for 2019/20 financial year
- Appendix C - LGO listing of Taunton Deane Borough Council complaints for the 2018/19 financial year where the LGO made their decision after 01/04/2019
- Appendix D - LGO listing of West Somerset District Council complaints for the 2018/19 financial year where the LGO made their decision after 01/04/2019

#### **2 Recommendations**

2.1 That the Committee notes the Local Government Ombudsman letter and reports (attached as Appendices A to D).

#### **3 Risk Assessment (if appropriate)**

3.1 Failure to deal with complaints in an appropriate manner could impact on the Council's ability to operate in an economic, efficient and effective manner and lead to action being taken by the Local Government Ombudsman.

#### **4 Background and Full details of the Report**

4.1 The Local Government Ombudsman looks at complaints about Councils and investigate them in a fair and independent way once the complaint has

exhausted the Council's complaints process.

- 4.2 Each year the Local Government Ombudsman publishes the Annual Summary of Complaints for each Council on their website.
- 4.3 The purpose of this report is to present the Committee with the Summary of Complaints from the Local Government Ombudsman for Somerset West and Taunton Council for the 2019/20 financial year (and this consists of the appendices as set out in section 1.1 of this report).
- 4.4 The Committee are asked to note this report.

## **5 Links to Corporate Strategy**

- 5.1 Having effective and efficient governance arrangements for dealing with complaints and feedback from the Local Government Ombudsman is a fundamental element of being a 'well managed' council

## **6 Finance / Resource Implications**

- 6.1 None arising from this report

## **7 Legal Implications (if any)**

- 7.1 None arising from this report

## **8 Climate and Sustainability Implications (if any)**

- 8.1 None arising from this report

## **9 Safeguarding and/or Community Safety Implications (if any)**

- 9.1 None arising from this report

## **10 Equality and Diversity Implications (if any)**

- 10.1 None arising from this report

## **11 Social Value Implications (if any)**

- 11.1 None arising from this report

## **12 Partnership Implications (if any)**

- 12.1 None arising from this report

## **13 Health and Wellbeing Implications (if any)**

- 13.1 None arising from this report

**14 Asset Management Implications** (if any)

14.1 None arising from this report

**15 Data Protection Implications** (if any)

15.1 None arising from this report

**16 Consultation Implications** (if any)

16.1 None arising from this report

**Democratic Path:**

- **Audit, Governance and Standards Committee – Yes**
- **Cabinet/Executive – No**
- **Full Council – No**

**Reporting Frequency:** Annually

**List of Appendices (delete if not applicable)**

Appendix A	Local Government Ombudsman Report letter
Appendix B	Local Government Ombudsman Report for West Somerset Council 2019/20
Appendix C	Local Government Ombudsman Report for Taunton Deane Borough Council 2018/19 – decisions made after 01/04/2019
Appendix D	Local Government Ombudsman Report for West Somerset District Council 2018/19 – decisions made after 01/04/2019

**Contact Officers**

Name	Amy Tregellas
Direct Dial	01823 785034
Email	<a href="mailto:a.tregellas@somersetwestandtaunton.gov.uk">a.tregellas@somersetwestandtaunton.gov.uk</a>