

ITEM 10 – ANNUAL GOVERNANCE STATEMENT

replacement para 3.117 on page 148 of the agenda bundle:

This page is intentionally left blank

- 3.117 The Local Government and Social Care Ombudsman's (LGSCO) Annual letter to the authority was received by our Chief Executive on the 24th July 2019, just prior to this Statement being considered by our CGAC. Slightly fewer complaints were referred to the LGSCO this year than last, 180 this year against 194 last. A key indicator for us is the 'uphold rate' (this relates to the number of detailed investigations which resulted in the complaint being upheld) – last year this was 66% this year 46%. The LGSCO has also introduced a new indicator this year to illustrate the percentage of complaints that were 'upheld' where what we offered the complainant was deemed by the LGSCO as a satisfactory way to resolve the matter prior to them receiving the complaint. Five percent (1 of 21 upheld complaints) were judged by the LGSCO to fall into this category in 2018/19.

This page is intentionally left blank