



Report To:	CHILDREN'S SCRUTINY PANEL
Date:	18 September 2024
Scrutiny Chair / Reporting Officer:	Councillor Tilbrook Alison Montgomery – Assistant Director Children's
Subject:	THE OMBUDSMAN'S FINAL DECISION
Report Summary:	<p>This item provides the oversight of a Local Government & Social Care Ombudsman complaint that was submitted by a customer that had complained regarding the Council not providing overnight respite care for children since August 2022.</p> <p>As part of the upheld recommendations of the complaint the LGSCO advised that the Council presents a copy of their final decision to the next meeting of the Children's Services Scrutiny Panel for transparency and learning.</p>
Recommendations:	That Children's Scrutiny note the contents of the LGSCO complaint and the agreed actions required to be completed by the council.
Links to Corporate Plan:	<p>To achieve our priorities:</p> <ul style="list-style-type: none"> • Very best start in life where children are ready to learn and encouraged to thrive and develop • Aspiration and hope through learning and moving with confidence from childhood to adulthood • Resilient families and supportive networks to protect and grow our young people • Supports the aims and objectives of the Corporate Plan, with a particular focus on the Children's Services Improvement Plan.
Policy Implications:	There are no policy implications in the sharing of this LGSCO complaint. However not responding to customer concerns/complaints in line with the complaints policy increases the risk and demand. Therefore it is imperative that the complaints policy is adhered to.
Financial Implications: (Authorised by the Section 151 Officer)	The LGSCO recommended the Council make a symbolic payment of £4000 to acknowledge the impact on the family and this has been actioned.
Legal Implications: (Authorised by the Borough Solicitor)	All legal implications have been considered in the final recommendation.
Risk Management:	To take the learning from this case to mitigate such matters happening again for other families.
Access to Information:	The background papers relating to this report can be inspected by contacting Vicki Lawson by:

 Telephone: 0161 342 3643

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