

White Paper Conference

Paul Conroy - LGSCO

To what
extent can
you allow staff to
go outside of procedures?

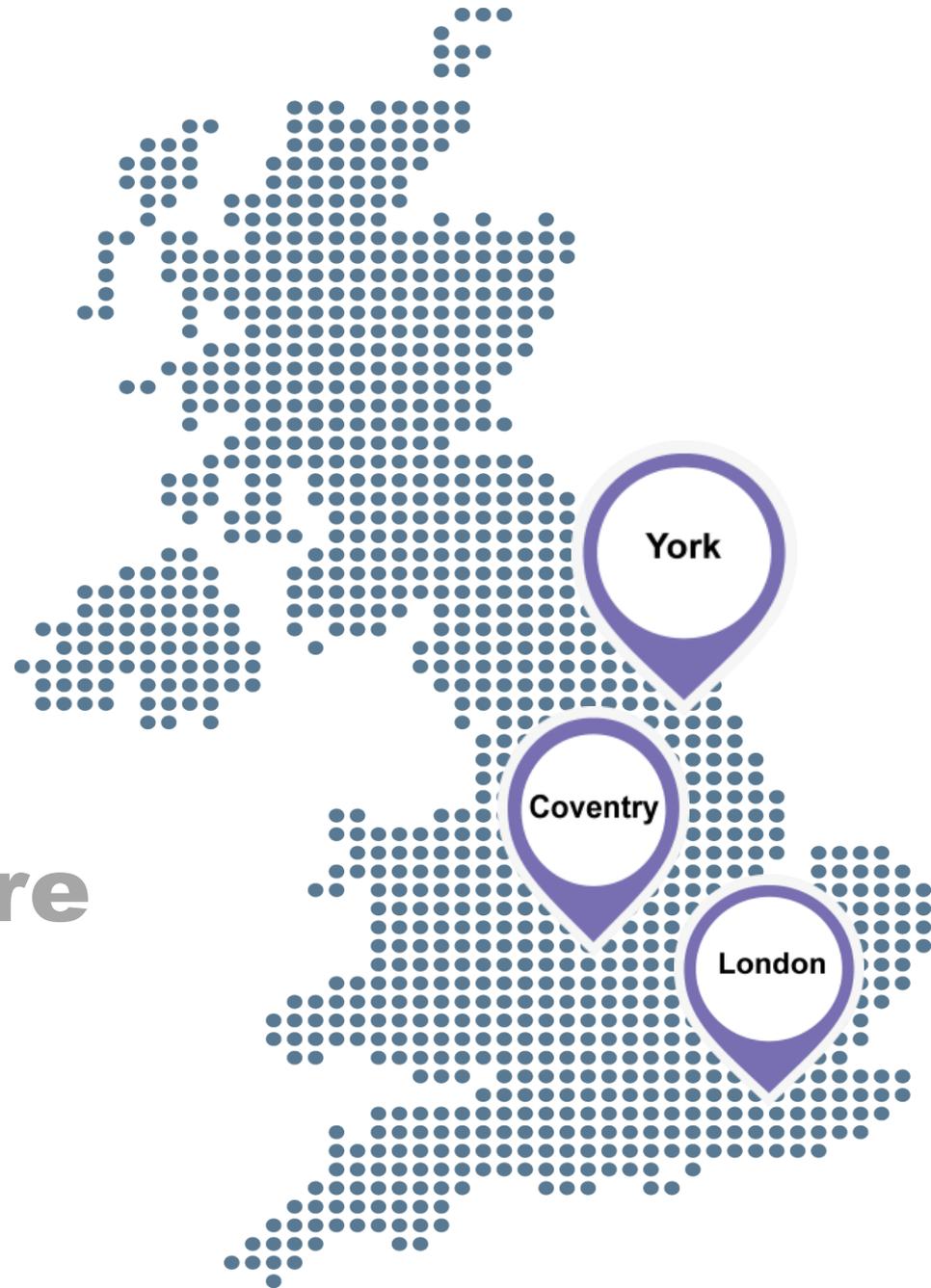
Local Government &
Social Care
OMBUDSMAN

170 staff

3 offices

Jurisdiction covers England

**300 Councils &
23,000 social care
providers**



our twin aims are to

REMEDY

INJUSTICE

-&-

IMPROVE

SERVICES

Last year...



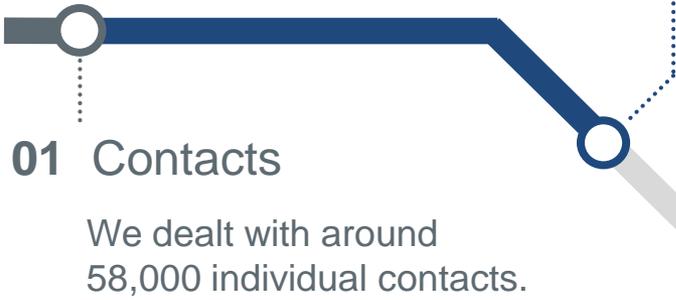
01 Contacts

We dealt
with around
58,000
individual
contacts.

02 Cases

We registered around 19,000 new complaints and enquiries.

Last year...



01 Contacts
We dealt with around 58,000 individual contacts.

Last year...

04 Investigations

We completed
around
4,800 detailed
investigations.

03

11,500

Decisions



Last year...

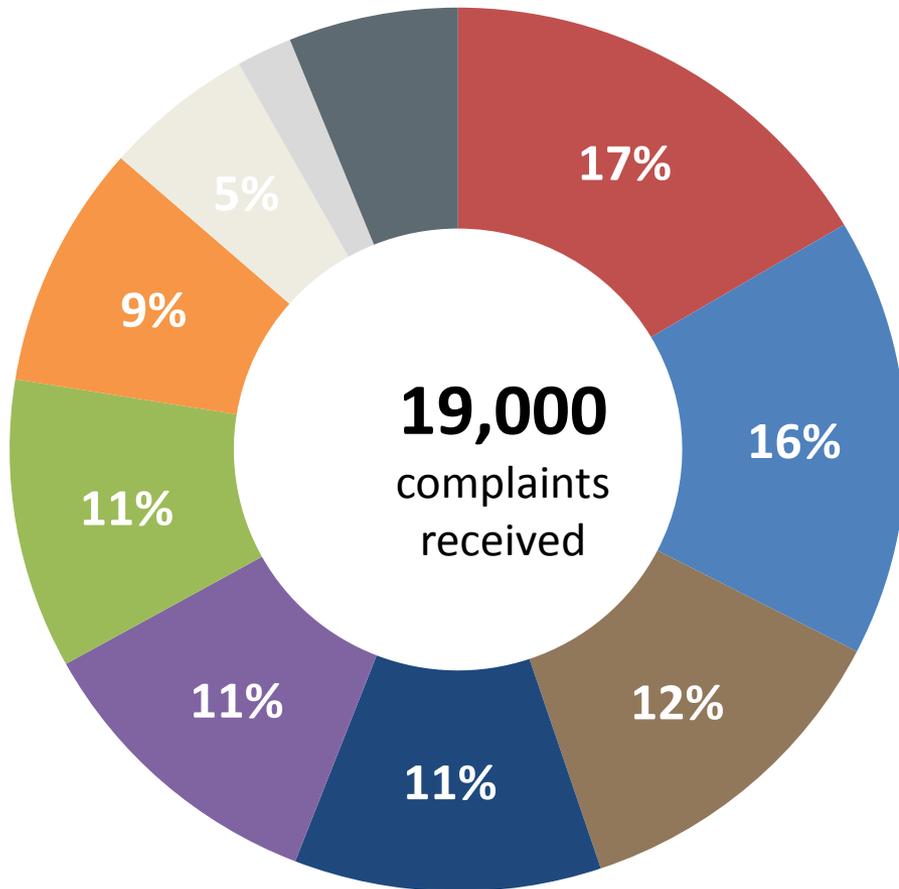
06 Reviews

05 Findings

We upheld 53% of the complaints we investigated in detail.

We dealt with around 800 requests to review our decisions.





- Education & Childrens Services
- Adult Care Services
- Planning & Development
- Benefits & Tax
- Housing
- Highways & Transport
- Environmental Services
- Corporate & Other Services
- Health
- Other or NULL

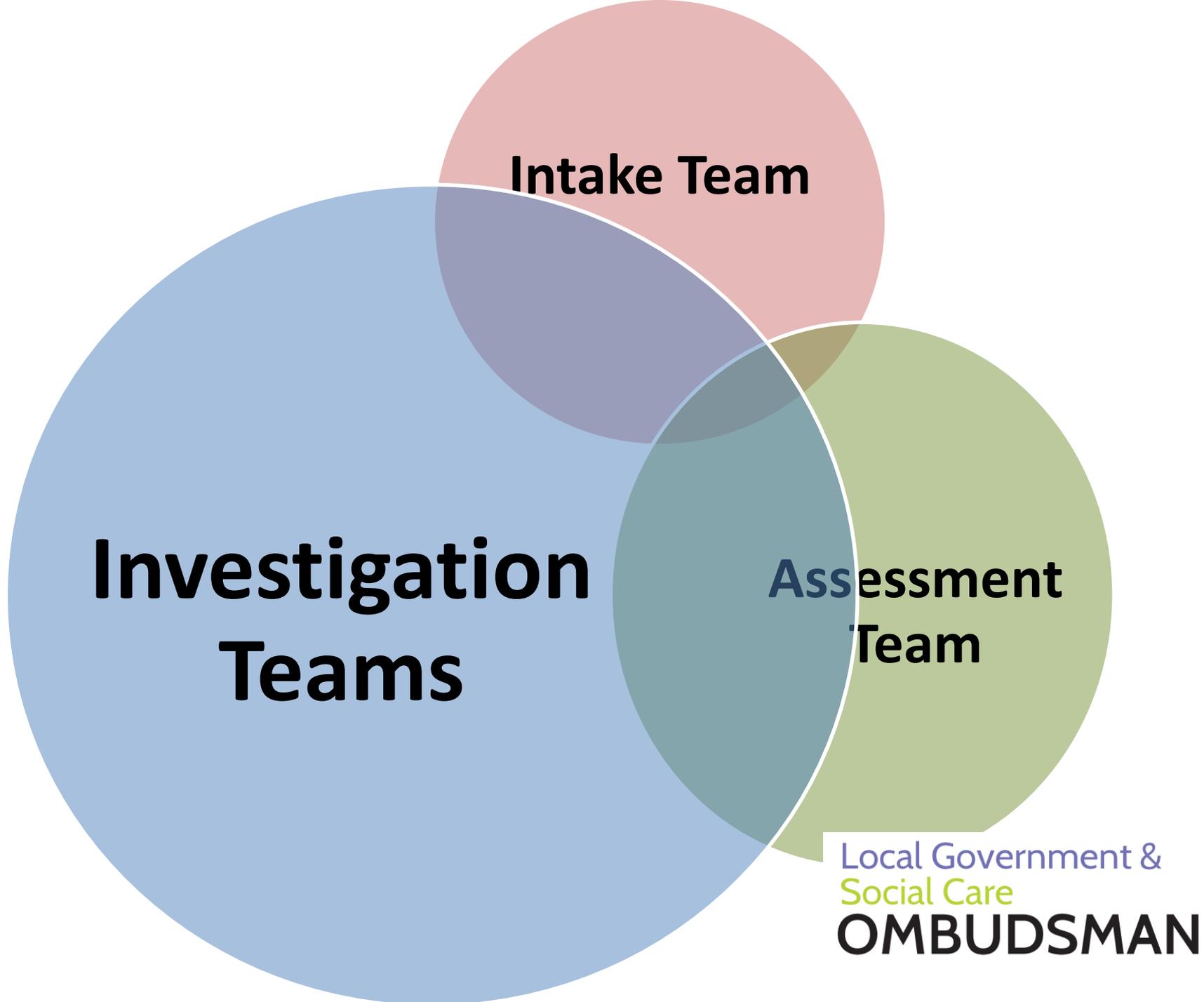
Terms of engagement

The LGO's learning & development

Blamires v Local Government Ombudsman

**County Court, Leeds. Case No:
3SP00071.**

Local Government &
Social Care
OMBUDSMAN



Intake Team

**Investigation
Teams**

**Assessment
Team**

Local Government &
Social Care
OMBUDSMAN

To conclude.....

- Openness & transparency
- Nolan Principle compliant
- DPA / FOIA
- Equality Act 2010
- Human Rights Act 1998

- Autism Awareness Training
- Mental Health Training
- Plain English Writing
- Handling difficult calls training
- Safeguarding protocols

Policy in action.....

Local Government &
Social Care
OMBUDSMAN