

Report for: Adults & Health Scrutiny Panel – 16th December 2025

Title: Local Government & Social Care Ombudsman – Upheld Complaints

Item number: 9

Report authorised by: Ayshe Simsek, Democratic Services & Scrutiny Manager

Lead Officer: Dominic O'Brien, Principal Scrutiny Officer

Ward(s) affected: All

Report for Key/ Non Key Decision: N/A

1. Describe the issue under consideration

- 1.1 The reports provided set out details of Adult Social Care complaints upheld by the Local Government & Social Care Ombudsman (LGSCO). This item will be considered in two parts.
- 1.2 **PART A** – This part concerns the publication of a public report by the LGSCO following an investigation into a complaint concerning Adult Social Care which involved delays in responding to safeguarding concerns and shortcomings in complaint handling. The reports on this investigation and the Council's response to the LGSCO findings were considered by the Cabinet at a meeting on 11th November 2025. (Minutes: <https://www.minutes.haringey.gov.uk/mgAi.aspx?ID=83908>)
- 1.3 **PART B** – This part involves an overall overview of Adult Social Care complaints.

2. Recommendations

- 2.1 That the Panel give consideration to the contents of the reports relating to both parts of this item and, following questions to Cabinet Member for Health Social Care & Wellbeing, the Corporate Director for Adults, Housing & Health and the Service Director for Adult Social Services, submits any recommendations that arise to the Overview & Scrutiny Committee.

3. Background information

- 3.1 At a meeting of the Overview & Scrutiny Committee on 18th September 2025, a Quarter 1 Update Report on the Corporate Delivery Plan was considered. A Key Performance Indicator (KPI) in the report was:

Number of complaints upheld by the Local Government and Social Care Ombudsman per 10,000 population - The Ombudsman investigated 61 complaints and 53 were upheld (87%). Adjusted for Haringey's population, this is

20.2 upheld decisions per 100,000 residents. The average for authorities of this type is 9.1 upheld decisions per 100,000 residents.

- 3.2 Following a discussion about this KPI at a meeting of the Adults & Health Scrutiny Panel on 22nd September 2025, it was agreed by the Panel that an agenda item on this issue should be scheduled in December to allow for more detailed consideration.
- 3.3 A summary of the discussion at the Adults & Health Scrutiny Panel can be viewed at: <https://www.minutes.haringey.gov.uk/mgAi.aspx?ID=82981>

4. Statutory Officers comments

- 4.1 Refer to the report provided on the LGSCO to the Cabinet (11th November 2025 – Section 9) for statutory officer comments.

5. Use of appendices

- PART A1 – Report to Cabinet, 11th November 2025
- PART A2 – Report from the LGSCO, August 2025
- PART A3 – The Council's Action Plan Tracker for actions required in response to the LGSCO's findings.
- PART B – Adult Social Care Complaints Overview (ASC Improvement Board – October 2025)