

REPORT TO AUDIT AND RISK ASSURANCE COMMITTEE

9 January 2020

Subject:	Local Government and Social Care Ombudsman - Investigation into a complaint against Sandwell Metropolitan Borough Council
Director:	Executive Director of Children Services Lesley Hagger Sandwell Children's Trust Chief Executive Frances Craven
Contribution towards Vision 2030:	
Contact Officer(s):	Louise Wright Head of Service – Front Door Sandwell Children's Trust Jane Wilson Customer Feedback Officer Sandwell Children's Trust

DECISION RECOMMENDATIONS

That the Audit and Risk Assurance Committee notes the five recommendations and recommended actions of the Local Government and Social Care Ombudsman to improve services and the progress that Sandwell Children's Trust has made in response to these recommendations.

1 PURPOSE OF THE REPORT

The purpose of this report is to inform the Audit and Risk Assurance Committee of the outcome of the investigation by the Local Government and Social Care Ombudsman regarding the complaint of Mrs X and to note the recommendations made and progress to date.

2 IMPLICATIONS FOR VISION 2030

Sandwell Children's Trust aims to improve outcomes for vulnerable children and families and improve social care practice. Therefore, the Trust will support the ambitions around caring for vulnerable children and families and helping the community feel safer. This report supports the vision for 2030 and in particular Ambition 2.

3 BACKGROUND AND MAIN CONSIDERATIONS

- 3.1 Sandwell Metropolitan Borough Council' (SMBC), Children Services received a Stage One complaint from Mrs. X in August 2017. The complaint progressed through internal complaints processes and to the Local Government and Social Care Ombudsman (LGSCO). On 11 November 2019 the LGSCO issued its final report.
- 3.2 Section 31(2) of the Local Government Act 1974 requires the LGSCO's report to be presented to an appropriate committee within three months of receipt. The LGSCO has not yet made its full report public so the Committee is considering the matter in private in accordance with Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006.