

Policy and Sustainability Committee

10.00am, Tuesday 3 August 2021

Update on Monitoring Officer Report

Executive/routine Executive
Wards
Council Commitments

1. Recommendations

- 1.1 To note that all actions required to be undertaken by the Council in relation to a complex complaint have been evidenced to the satisfaction of the Scottish Public Services Ombudsman (the “SPSO”).

Nick Smith

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Report

Update on Monitoring Officer Report

2. Executive Summary

- 2.1 The SPSO considered that the Council's handling of a complex complaint had amounted to maladministration and sought for the Council to subsequently submit evidence to it that its recommendations had been implemented. The Monitoring Officer reported the matter to full Council on 24 June 2021. The Council submitted its evidence to the SPSO on 19 July 2021. The SPSO confirmed its satisfaction with the evidence on 20 July 2021.

3. Background

- 3.1 The following addition to the report's recommendations was approved at full Council on 24 June 2021:

"To request the Monitoring Officer to report to the Policy and Sustainability Committee within two cycles that all evidence of agreed actions had been submitted to the SPSO."

4. Main report

- 4.1 The recommendations set down by the SPSO were as follows:
- (i) *Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions);*
 - (ii) *Evidence that the Principal Solicitor is taking a prominent role in relation to resolving any future delays, escalating issues to the Head of Legal Services as appropriate;*
 - (iii) *Evidence that the Head of Legal Services has received updates on this matter every Wednesday and Friday; and,*

(iv) *Evidence that the Head of Legal Services has provided a summary update to the Council's Service Director: Legal and Assurance/Monitoring Officer by close of business each Friday.*

4.2 The deadline for compliance with the recommendations was 6 September 2021, but the Council was able to respond in advance of that date given that the matter in question has now been resolved insofar as the Council's involvement is concerned.

4.3 The SPSO confirmed its satisfaction with the evidence submitted on 20 July 2021.

5. Next Steps

5.1 None.

6. Financial impact

6.1 None.

7. Stakeholder/Community Impact

7.1 No direct impact.

8. Background reading/external references

8.1 [The City of Edinburgh Council 24 June 2021 – Item 7.8 Monitoring Officer Report](#)

9. Appendices

9.1 None.