

Overview and Scrutiny Committee

26 June 2025

Part 1 - Public

Matters for Information



Cabinet Member	N/A
Responsible Officer	Damian Roberts, Chief Executive
Report Author	Allison Parris, Principal Democratic Services Officer

Local Government and Social Care Ombudsman – Annual Review Letter

1 Summary and Purpose of Report

- 1.1 The annual report of the Local Government and Social Care Ombudsman regarding complaints received and dealt with by them over the period 1 April 2024 to 31 March 2025 is presented for information.

2 Corporate Strategy Priority Area

- 2.1 Efficient services for all our residents, maintaining an effective council.
- 2.2 Complaints provide an important opportunity to receive feedback on the quality of the Council's services and contribute positively to continued service improvements.

3 Introduction and Background

- 3.1 Each year the Ombudsman provides the Borough Council with a report of the formal complaints it has dealt with and the outcomes of those complaints. This report covers the period for 1 April 2024 to 31 March 2025.
- 3.2 The Ombudsman usually only considers complaints that have already been considered through the Council's complaints process.

4 Outcomes

- 4.1 The Ombudsman received 15 formal complaints over that period. The outcomes were as follows:
 - Complaints not for ombudsman = 7
 - Complaints assessed/closed = 7

- Complaints investigated = 1
- Complaints upheld = 1

4.2 A copy of the Ombudsman's letter is attached at Annex 1.

4.3 Details of the complaints are attached at Annex 2.

4.4 The 1 complaint upheld by the Ombudsman relates to planning conditions.

5 Financial and Value for Money Considerations

5.1 None

6 Risk Assessment

6.1 N/A

7 Legal Implications

7.1 None

8 Consultation and Communications

8.1 The outcome of the annual review is communicated via this report.

8.2 Other If Relevant

- None

Background Papers	None
Annex 1	Annual letter
Annex 2	Details of complaints