



Report of: Councillor Kelham Cooke  
The Deputy Leader of the Council

Report to:	<b>Governance &amp; Audit Committee</b>
Date:	<b>20 September 2018</b>
Subject:	<b>Ombudsman Annual Review Letter 2017/18 (LDS314)</b>

<b>Decision Proposal:</b>	Annual report
<b>Relevant Cabinet Member:</b>	Councillor Kelham Cooke, the Deputy Leader of the Council
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<b>Signed off by:</b>	Debbie Muddimer, Strategic Director, Resources Tel: 01476 40 63 01 E-mail: <a href="mailto:debbie.muddimer@southkesteven.gov.uk">debbie.muddimer@southkesteven.gov.uk</a> Date: 7 September 2018
<b>Approved for publication</b>	Councillor Kelham Cooke Date: 10 September 2018

## SUMMARY

Each year the Local Government and Social Care Ombudsman produces an Annual Review Letter for local authorities detailing the number and type of complaints received and decisions made relating to each authority. The annual review letter for the period from 1 April 2017 to 31 March 2018 relating to South Kesteven District Council is attached to this report as an Appendix.

## **RECOMMENDATION**

It is recommended that the Governance and Audit Committee notes the contents of the Local Government Ombudsman Annual Review Letter for the period 1 April 2017 to 31 March 2018, which is attached to this report as an Appendix.

### **1. BACKGROUND TO REPORT**

- 1.1** The statistics provided with the Annual Review Letter set out in the attached Appendix show that for the year up to 31 March 2018, the Local Government Ombudsman (LGO) received 15 complaints relating to services provided by this Council. For the same period the LGO made 14 decisions relating to the services provided by this Council. One decision made related to a complaint which had been made in the period before 1 April 2017.
- 1.2** Of the 14 decisions made during the period of the Annual Review Letter, 8 were referred back to the Council for local resolution.
- 1.3** Of the remaining 6 decisions made by the LGO, 3 were closed after initial enquiries, while the remaining 3 were subject to investigation by the Ombudsman. One of the 3 complaints that were investigated one was upheld and remedied by the Local Government Ombudsman. The complaint that was upheld related to the service and evidence of the posting of notices relating to a planning application. The LGO recommendations relating to an apology to the complainant and retaining evidence of the posting of notices were carried out.
- 1.4** The first complaint that was not upheld related to planning and development; the LGO found that the Council's processes in response to an alleged breach of planning conditions were appropriate and carried out correctly. The second complaint that was not upheld related to a determination of intentional homelessness.
- 1.5** The 15 complaints received is an increase of 2 from the period 1 April 2016 to 31 March 2017. Of the 15 complaints made, 7 related to Planning and Development, 3 related to Corporate Services, 4 related to Housing and 1 related to Benefits and Tax.

### **2. OTHER OPTIONS CONSIDERED**

- 2.1** No other options have been considered as part of this report.

### **3. RESOURCE IMPLICATIONS**

- 3.1** There are no resources implications arising from this report.

### **4. RISK AND MITIGATION**

- 4.1** Risk has been considered as part of this report and no high risks were identified.

**5. ISSUES ARISING FROM IMPACT ANALYSIS (EQUALITY, SAFEGUARDING etc.)**

5.1 No equality analysis is required in respect of this report.

**6. CRIME AND DISORDER IMPLICATIONS**

6.1 There are no crime and disorder implications arising from this report.

**7. COMMENTS OF FINANCIAL SERVICES**

7.1 There are no financial implications relating to the contents of the annual review letter.

**8. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES**

8.1 The procedure relating to the Local Government Ombudsman's investigations is set out at Part 3 of the Local Government Act 1974.

**9. COMMENTS OF OTHER RELEVANT SERVICES**

9.1 None.

**10. APPENDICES**

10.1 Appendix – LGO Annual Review Letter 2017/18

**11. BACKGROUND PAPERS**

11.1 LGO Annual Reports: <https://www.lgo.org.uk/information-centre/reports/lgo-annual-reports>