



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Governance and Audit Committee

Wednesday, 24 September 2025

Report of Councillor Philip Knowles,
Cabinet Member for Corporate
Governance and Licensing

Local Government and Social Care Ombudsman Annual Review Letter 2024/2025 and Housing Ombudsman Landlord Performance Report 2024/25

Report Author

James Welbourn, Democratic Services Manager

✉ james.welbourn@southkesteven.gov.uk

Purpose of Report

To present the Local Government and Social Care Ombudsman Annual Review Letter for 2024/2025 and the Housing Ombudsman Landlord Performance Report for 2024/25.

Recommendations

The Committee is asked to note the Local Government and Social Care Ombudsman Annual Review Letter 2024/25 and the Housing Ombudsman Landlord Performance Report 2024/25.

Decision Information

Does the report contain any exempt or confidential information not for publication?

No

What are the relevant corporate priorities?

Connecting communities
Sustainable South Kesteven
Enabling economic opportunities
Housing
Effective council

Which wards are impacted?

(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

1.1 There are no specific financial implications arising from this report.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

1.2 This report is for information purposes only.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

- 2.1. The Local Government and Social Care Ombudsman Annual Review Letter 2024/25 was issued to the Chief Executive on 21 May 2025, and it was requested by the Ombudsman that the letter be shared with the Chairman of a Scrutiny Committee (or similar).
- 2.2. Complaints to the Ombudsman are compiled by the Legal team at SKDC, who then inform the relevant service of the outcome following the review by the Ombudsman.
- 2.3. The Housing Ombudsman issued its Landlord Performance Report for 2024/25 to the Council on 20 June 2025, attached at appendix 3. The information was presented to Cabinet on 9 June 2024 as part of the Annual Complaints and Service Improvement Report which the Council is required to submit to the Housing Ombudsman by 30 September 2025.
- 2.4. Responses to complaints escalated to the Housing Ombudsman are managed within the Housing Service Area.

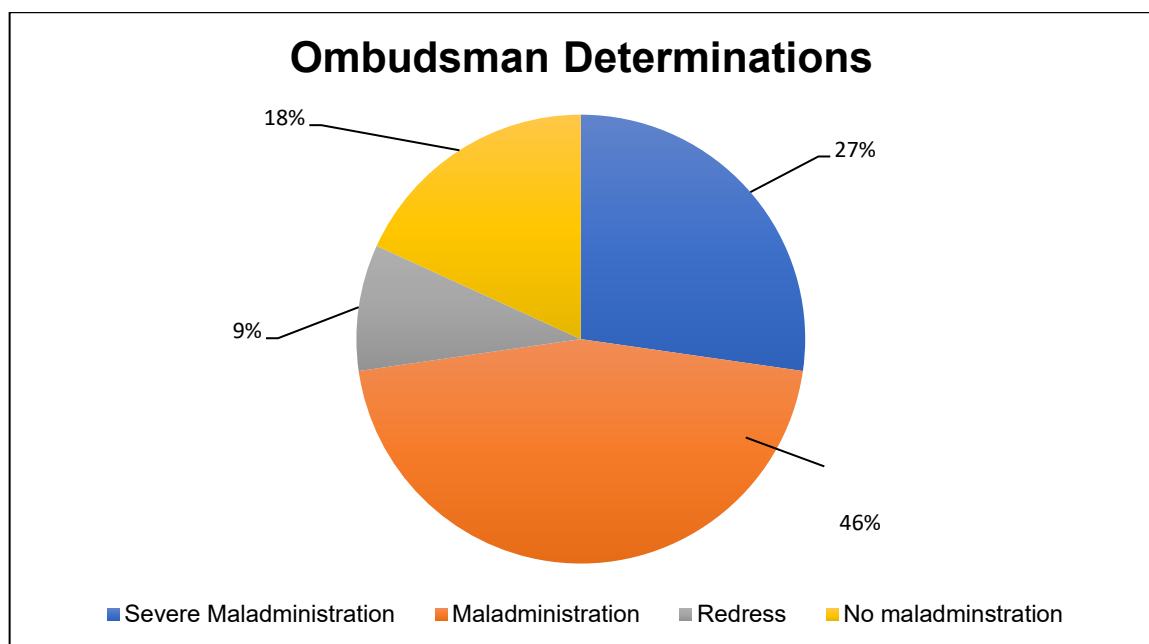
3. Key Considerations

- 3.1. A summary of the complaints and enquiries received during 2024/2025 are available at Appendix 2, along with any action taken. No compliance data was included as there was none available for the period.

- 3.2. During the period 1st April 2024 – 31st March 2025 a total of 19 cases were referred to the Local Government Ombudsman. None of the cases were upheld.
- 3.3. Of the 19 complaints, 10 were either not for the Ombudsman to investigate or were not ready to be investigated. When the Ombudsman says the complaint is 'not for us' it means that either the Council has not had the chance to consider the complaint first, or the complainant has come to the wrong Ombudsman.
- 3.4. Details of the remaining 9 complaints, and the reasons why they were not upheld are available [here](#).
- 3.5. Corporate complaints are monitored by this Committee as part of the Corporate Plan key performance indicators at Q2 and Q4.

Housing Ombudsman

- 3.6. During 2024/25 the Housing Ombudsman made determinations on 4 cases, resulting in 11 findings, 18 orders with just 2 recommendations across all cases. The following chart summarises the 11 findings:



- 3.7. The 11 findings are categorised as follows:
- Property condition - 4
 - Complaints handling – 3
 - Reimbursement and Payments – 2
 - Anti-Social Behaviour – 1
 - Information and data management – 1

3.8. The 18 orders can be broken down as follows:

- Compensation – 7
- Apology – 4
- Repairs – 2
- Take Specific non-Repair Action – 2
- Case Review – 1
- Practice Review – 1
- Other – 1

3.9. The key issues related to property condition and handling of complaints. The Council paid £5,150 in compensation and 2 recommendations to review succession planning and contact a tenant to offer the chance to raise a further complaint.

4. Other Options Considered

4.1 None – this is for information

5. Reasons for the Recommendations

5.1. To ensure that members are informed about the period 2024/2025.

6. Appendices

6.1. Appendix 1 – Ombudsman Annual Review Letter 2024/2025.

6.2. Appendix 2 – Contents of Excel workbook containing complaints and enquiries received during the period.

6.3. Appendix 3 – Housing Ombudsman Landlord Performance Report 2024/25