

BOLSOVER DISTRICT COUNCIL

Meeting of Customer Services Scrutiny Committee on 19th August 2025

Annual Letter from the Local Government & Social Care Ombudsman 2024/25 & Annual Housing Ombudsman Report including Self Assessment 2024/25

Report of the Portfolio Holder for Partnerships, Health & Wellbeing

Classification	This report is Public
Contact Officer	Lesley Botham Customer Service, Standards & Complaints Manager

PURPOSE/SUMMARY OF REPORT

- To note information contained within the Annual Letter received from the Local Government & Social Care Ombudsman (LGSCO) 2024/25.
 - To provide Members with information contained within the Housing Ombudsman Annual Report and Self Assessment to consider and provide comment prior to submission to Executive for Approval.
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REPORT DETAILS

1. Background

- 1.1 The Annual Letter from the Local Government and Social Care Ombudsman (LGSCO) contains an annual summary of statistics on the complaints made against the Council for the financial year ending 31st March 2025. It should be noted that the data provided by the LGSCO may not align with the data this Council holds. This is because their numbers include enquiries from people who have been signposted by the LGSCO back to the Council, but who may then choose not to pursue their complaint.
- 1.2 Between 1 April 2024 to 31st March 2025, the LGSCO received 9 enquiries and complaints during 2024/25, of these 7 were closed after initial enquiries and 2 were not for the LGSCO to investigate. See Appendix 2.
- 1.3 The Annual Letter 2024 (Appendix 1) and supporting information (Appendix 2) are attached.

Benchmarking information – (CIPFA) Nearest Neighbour

When looking at close neighbouring authorities, the following is noted:

By way of background information, the LGSCO upheld 83% of complaints submitted to them in 2024/25 (up from 80% in 2023/24) with the average being 66% for similar authorities.

	Detailed investigations	Upheld complaints (average for similar authorities - 66%)	Compliance rate	Satisfactory remedy before complaint reached the Ombudsman
Ashfield District Council	2	0	No recommendations were due for compliance in this period	0
Bassetlaw District Council	0	0	0	0
Bolsover District Council	0	0	0	0
Chesterfield Borough Council	1	1 (100%)	100%	0
Erewash District Council	4	3 75%	100%	2
Mansfield District Council	2	0	100%	0
NE Derbyshire District Council	0	0	0	0

1.4 The Annual Housing Ombudsman Complaints Report and Self Assessment are required to be submitted by the Council by the 30.09.25. The report provides information to the Housing Ombudsman on the performance of our complaint handling, in terms of the volume and timeliness of responses, in addition the report identifies themes and lessons learnt to drive improvements. The Self Assessment ensures the Councils Complaints and Standards department have reviewed and aligned its Policy and Procedures to meet the Housing Ombudsman Complaint Handling Code requirements for 2024/25.

1.5 The Annual Housing Ombudsman Complaints Report (Appendix 3) and Self Assessment (Appendix 4) are attached.

2. Details of Proposal or Information

2.1 N/A

3. Reasons for Recommendation

- 3.1 To note the overall performance and receive the report and the Annual Letter from the Local Government & Social Care Ombudsman 2024/25
- 3.2 To approve the content of the Annual Housing Ombudsman Complaints Report and Self Assessment 2024/25 for submission to Executive, to ensure corporate compliance with the Housing Ombudsman Complaint Handling Code and the Councils CCC Policy.

4 Alternative Options and Reasons for Rejection

- 4.1 None.

RECOMMENDATION(S)

1. That Members note the Annual Letter from the Local Government & Social Care Ombudsman and approve the Annual submission Housing Ombudsman Report and Self Assessment 2024/25.

Approved by Councillor M Dooley Portfolio Holder for Health and Wellbeing

IMPLICATIONS:

<u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government and Social Care Ombudsman if complaints are not handled appropriately. In cases of maladministration, financial penalties can be imposed by the Ombudsman.		
On behalf of the Section 151 Officer		
<u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: The Council is at risk of recommendations or decisions by the Local Government Ombudsman and Social Care Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.		
On behalf of the Solicitor to the Council		
<u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Details: There are no staffing implications contained within this report		
On behalf of the Head of Paid Service		

Equality and Diversity Impact and ConsultationYes ☐No ☒**Details:**

There are no equality and diversity impact and consultation implications contained within this report

On behalf of the Information, Engagement and Performance Manager

EnvironmentYes ☐No ☒**Details:**

There are no areas contained within this report

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p> <p>Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p>Capital (a) Results in the Council making Capital Income of £150,000 or more or (b) Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p>District Wards Significantly Affected: <i>(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)</i> Please state below which wards are affected or tick All if all wards are affected:</p> <p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p> <p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p> <p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>(a) <input type="checkbox"/> (b) <input type="checkbox"/></p> <p>All <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
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Links to Council Ambition: Customers, Economy, Environment, Housing

Increasing customer satisfaction with our services
Improving customer contact and removing barriers to accessing information
Actively engaging with partners to benefit our customers
Promoting equality and diversity and supporting vulnerable and disadvantaged people

DOCUMENT INFORMATION:

Appendix No	Title
1	Annual Letter from the Local Government & Social Care Ombudsman 2024/25
2	Complaints received, Complaints decided, Compliance
3	BDC Annual Report for the Housing Ombudsman 2024/25
4	BDC Self Assessment for the Housing Ombudsman 2024/25

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>
None