

## **BOLSOVER DISTRICT COUNCIL**

### **Meeting of the Executive on 8<sup>th</sup> September 2025**

#### **Annual Letter from the Local Government & Social Care Ombudsman 2024/25**

#### **Report of the Portfolio Holder for Partnerships, Health & Wellbeing**

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

#### **PURPOSE/SUMMARY OF REPORT**

To provide Members with information contained within the Annual Letter from the Local Government & Social Care Ombudsman (LGSCO) 2024/25.

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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 31<sup>st</sup> 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 31<sup>st</sup> 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) is 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
<b>Bolsover District Council</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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

## 2. Details of Proposal or Information

2.1 The report is for Members information.

## 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.

## 4 Alternative Options and Reasons for Rejection

4.1 None.

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## RECOMMENDATION(S)

1. That Executive note the Annual Letter from the Local Government & Social Care Ombudsman 2024/25.

Approved by Councillor Mary Dooley, Portfolio Holder for Partnerships, Health & Wellbeing

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## **IMPLICATIONS:**

### **Finance and Risk**

Yes ☐

No ☒

#### **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

### **Legal (including Data Protection)**

Yes ☐

No ☒

#### **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

### **Staffing**

Yes ☐

No ☒

#### **Details:**

There are no staffing implications contained within this report

On behalf of the Head of Paid Service

### **Equality and Diversity Impact and Consultation**

Yes ☐

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

### **Environment**

Yes ☐

No ☒

#### **Details:**

There are no areas contained within this report

## **DECISION INFORMATION:**

<p><input checked="" type="checkbox"/> <b>Please indicate which threshold applies:</b></p> <p><b>Is the decision a Key Decision?</b> 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><b>Revenue (a)</b> Results in the Council making Revenue Savings of £75,000 or more or <b>(b)</b> Results in the Council incurring Revenue Expenditure of £75,000 or more.</p> <p><b>Capital (a)</b> Results in the Council making Capital Income of £150,000 or more or <b>(b)</b> Results in the Council incurring Capital Expenditure of £150,000 or more.</p> <p><b>District Wards Significantly Affected:</b> <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 <b>All</b> if all wards are affected:</p> <p><b>Is the decision subject to Call-In?</b> <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><b>Consultation carried out:</b> <i>(this is any consultation carried out prior to the report being presented for approval)</i></p> <p><b>Leader</b> <input type="checkbox"/> <b>Deputy Leader</b> <input checked="" type="checkbox"/> <b>Executive</b> <input type="checkbox"/> <b>SLT</b> <input checked="" type="checkbox"/> <b>Relevant Service Manager</b> <input checked="" type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/></p>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/></p> <p><b>(a)</b> <input type="checkbox"/> <b>(b)</b> <input type="checkbox"/></p> <p><b>(a)</b> <input type="checkbox"/> <b>(b)</b> <input type="checkbox"/></p> <p><b>All</b> <input checked="" type="checkbox"/></p> <p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/></p> <p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/></p> <p><b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <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:**

<b>Appendix No</b>	<b>Title</b>
1	Annual Letter from the Local Government & Social Care Ombudsman 2024/25
2	Excel Workbook: Complaints received, Complaints decided, Compliance

<b>Background Papers</b>
<b><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></b>
None

DECEMBER 2024