

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

**AUDIT AND GOVERNANCE COMMITTEE – WEDNESDAY, 5
AUGUST 2026**



Title of Report	LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN ANNUAL REVIEW LETTER	
Presented by	Emma Lant Legal Team Leader - Governance	
Background Papers	NWL Statistics	Public Report: Yes
Financial Implications	There are no financial implications to be considered.	
	Signed off by the Acting Section 151 Officer: yes	
Legal Implications	There are no direct legal implications to be considered arising from this report. The Council has a duty to consider any findings of the Local Government and Social Care Ombudsman with the Monitoring Officer under a duty to report any maladministration pursuant to Sections 5 and 5A of the Local Government and Housing Act 1989.	
	Signed off by the Deputy Monitoring Officer: yes	
Staffing and Corporate Implications	There are no staffing or corporate implications to be considered.	
	Signed off by the Head of Paid Service: yes	
Purpose of Report	To make members aware of the Local Government and Social Care Ombudsman's (LGSCO) review letter for 2025/26 in accordance with the LGSCO Guidance on Effective Handling of Complaints.	
Recommendations	THAT THE COMMITTEE NOTES THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN'S REVIEW LETTER FOR 2025/26.	

1.0 BACKGROUND

1.1 The purpose of this report is to ask the Committee to consider the Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter. The Council received that letter on 20 May 2026, and a copy is attached as Appendix 1. The letter provides the Council with an annual summary of the complaint statistics from the LGSCO, relating to the year ending 31 March 2026. The LGSCO letter provides a link to the LGSCO website, with the statistics for North West Leicestershire District Council.

- 1.2 At its meeting in June 2026, the Corporate Scrutiny Committee separately considered a report on customer service, feedback and complaints.

2.0 LGSCO OUTCOMES/STATISTICS

- 2.1 The letter confirms that from April 2025 to March 2026, in respect of the Council, 16 complaints were dealt with by the LGSCO. Seven were deemed not to be for the LGSCO, six were assessed and closed, and three were investigated. Two of the three were upheld. The statistics are focused on the following three key areas:

Complaints upheld – Complaints are upheld when some form of fault is found in the authority's actions, including where the authority has accepted fault before an investigation is commenced. The LGSCO investigated three complaints and upheld two in 2025/26. One of the upheld complaints related to the handling of the complainant's council tax account, which caused distress and inconvenience to the complainant. The Council was found to be at fault due to how its debt recovery process was handled and how it communicated with the complainant. The Council agreed to apologise and pay a financial remedy, and within three months was to review why the council tax query was passed to the wrong team, and decide what changes are needed to processes.

The other upheld complaint related to the Council's handling of planning enforcement and other concerns for a development of houses. The LGSCO did not find fault in the process the Council followed but found fault in the delayed handling of complaints. The Council agreed to apologise to acknowledge this.

Compliance with recommendations – The Ombudsman recommends ways for authorities to put things right when faults have caused injustice. The recommendations try to put people back in the position they were, before the fault, and the Ombudsman monitors authorities to ensure they comply with the recommendations. Two matters required compliance with recommendations, and the LGSCO was satisfied with the actions taken in both cases, with compliance being on time.

Satisfactory remedies provided by the Authority – Cases are recognised where an authority has taken steps to put things right before the complaint is made to the LGSCO. The LGSCO found in neither of the two upheld cases had the Council provided a satisfactory remedy before the complaint reached them.

The LGSCO compares the three key annual statistics for the Council with similar types of authorities to work out an average level of performance. This is carried out for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs. In a previous annual letter, the LGSCO explained that changes were made to the way that cases were processed and investigated, with a priority being given to complaints where it is in the public interest to investigate and that the LGSCO is now less likely to investigate "borderline" issues and this could lead to a higher finding of fault overall. For this reason, the LGSCO advises that it is more helpful to authorities to compare the "uphold rates" with those of similar organisations rather than the previous years of uphold rates for North West Leicestershire District Council.

The legislation, as well as LGSCO Guidance, requires that if a finding of maladministration is made by the Ombudsman, the council has a duty to report that finding to elected officials.

The Monitoring Officer is required to consider the implications of any Ombudsman finding and whether any action is required under the provisions of the Local Government and Housing Act 1989. Not all Ombudsman findings will require the preparation of a formal Monitoring Officer report.

Policies and other considerations, as appropriate	
Council Priorities:	A Well-Run Council.
Policy Considerations:	The Council deals with feedback in line with the corporate feedback policy.
Safeguarding:	None.
Equalities/Diversity:	None.
Customer Impact:	Customers are advised of the route to make a complaint to the LGSCO at the conclusion of Stage 2 of the Corporate Feedback Policy.
Economic and Social Impact:	None.
Environment, Climate Change and Zero Carbon	None.
Consultation/Community/Tenant Engagement:	None.
Risks:	None.
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