

REDDITCH BOROUGH COUNCIL

Audit, Governance and Standards Committee 3rd November 2026

Annual Statistics from the Local Government & Social Care Ombudsman

Relevant Portfolio Holder	Councillor Craig Warhurst – Portfolio Holder for Finance and Governance
Portfolio Holder Consulted	Yes
Relevant Head of Service	Claire Felton - Assistant Director for Legal, Democratic and Procurement Services
Report Author Nicola Cummings	Job Title: Principal Solicitor Contact email: nicola.cummings@bromsgroveandredditch.gov.uk Contact Tel: 01527 881613
Wards affected	All
Ward Councillor(s) consulted	n/a
Relevant Strategic Purpose(s)	Sustainability
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Committee is asked to RESOLVE that:-

Subject to Members' comments the report be noted.

2. BACKGROUND

- 2.1 The purpose of this report is to inform the committee of the annual summary of complaint statistics issued by the Local Government and Social Care Ombudsman ("LGSCO") for the period ending 31st March 2026.
- 2.2 As reported to Members in the 2025 ombudsman report, the LGSCO has changed the way in which information about complaints is delivered to Councils. Instead of issuing an annual review letter in September setting out the statistics, a two stage approach is now being used:-
- (i) In May each year the LGSCO will finalise the annual statistics for the year ended 31st March and will forward this information to Councils and publish it on the LGSCO website. This will apply to all councils in England and Wales.
 - (ii) In July each year certain councils (but not all) will receive an annual letter. The LGSCO has stated that:-

"this will apply where there is exceptional practice or where we have concerns about an organisation's complaint handling".

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3. OPERATIONAL ISSUES

- 3.1 Officers can confirm that Redditch Borough Council did not receive an annual letter as outlined in paragraph 2.2 (ii). Accordingly, this report sets out for Members a breakdown of the annual statistics. A link to view the statistics online is included at the end of the report.
- 3.2 For the period ending on 31 March 2026, the statistics for RBC as collated and published by the LGSCO were recorded as follows:-

Number of Complaints Received – 16

Housing	10
Environmental Services & Public Protection & Regulation	2
Corporate & Other Services	2
Benefits & Tax	1
Highways & Transport	1

[From the 16 complaints received, 9 were rejected as not being matters for which the Council was responsible and/ or that the LGSCO had authority to investigate.]

Number of Complaints Decided - 11

Housing	7
Environmental Services & Public Protection & Regulation	2
Benefits & Tax	1
Highways & Transport	1

- 3.3 Of these 11 decided cases, 2 were closed after initial inquiries, 7 were referred back for local resolution, 1 was closed on the grounds of being incomplete with insufficient information to proceed and in one case advice was given. The reason the numbers of complaints received and complaints decided do not match is because some of the complaints received will still be subject to on-going assessment and had not been concluded by 31st March 2026.
- 3.4 The detail of the recorded outcomes of the 11 decided cases is set out below: -

Outcome	Number	Explanation
Closed after initial inquiries	2	Complaint assessed but LGSCO decided not to investigate it

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Advice given	1	Early advice given by LGSCO or customer directed to appropriate service
Referred back for local resolution	7	Premature complaint; referred back to Council for resolution
Incomplete/ Invalid	1	Insufficient information to proceed

- 3.5 During this reporting period none of the decided complaints were upheld meaning that there were no findings that the Council was at fault in relation to any of the 7 decided cases. The data also shows that there were no investigations linked to the 7 matters that did not proceed.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications as a result of this report.

5. LEGAL IMPLICATIONS

- 5.1 The Local Government Ombudsman powers are contained in the Local Government Act 1974 as amended by the Local Government and Public Involvement in Health Act 2007.
- 5.2 The main activity of the LGSCO is the investigation of complaints, which are limited to complaints from members of the public.
- 5.3 In compliance with LGSCO guidance this report discharges the Council's obligation to provide an annual report to members summarising the complaint findings for the year ended 31st March 2026.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 There are no direct implications for Local Government Reorganisation.

Relevant Council Priority

- 6.2 An effective and sustainable Council.

Climate Change Implications

- 6.3 None

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Equalities and Diversity Implications

- 6.4 In terms of customer implications, providing good customer service is of significant importance to the Council and the statistics in the review will assist officers in the monitoring of complaint handling and resolution.

7. RISK MANAGEMENT

- 7.1 The main risks associated with the details included in this report are those linked to poor standards of complaint handling. The effects of not handling complaints efficiently can include poor customer service, increased customer dissatisfaction, increased numbers of complaints and damage to the Council's reputation.
- 7.2 These risks are being managed through the Council's Customer services strategy which aims to promote good customer service throughout the Council and includes a defined procedure for responding to complaints before they reach the stage of being referred to the Ombudsman.

8. APPENDICES and BACKGROUND PAPERS

Appendix 1 - Annual summary of complaint statistics 2025 to 2026

Link to view annual statistics on the LGSCO website:

[Redditch Borough Council - Local Government and Social Care Ombudsman](#)

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9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Craig Warhurst – Deputy Leader and Portfolio Holder for Finance and Governance	26.10.2026
Assistant Director	Claire Felton – Assistant Director for Legal, Democratic and Procurement Services	23.10.2026
Financial Services	James Walton – Director of Finance and S151 Officer	26.10.2026
Legal Services	Nicola Cummings – Principal Solicitor	23.10.2026
Policy Team (if equalities implications apply)	Not applicable	
Climate Change Team (if climate change implications apply)	Not applicable	