

## **LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGO) AND INFORMATION COMMISSIONER'S OFFICE (ICO) UPDATES**

|                               |                                                          |
|-------------------------------|----------------------------------------------------------|
| <b>Head of Service:</b>       | Andrew Bircher, Assistant Director of Corporate Services |
| <b>Report Author</b>          | Kush Chatrath                                            |
| <b>Wards affected:</b>        | (All Wards);                                             |
| <b>Appendices (attached):</b> | None.                                                    |

### **Summary**

This report contains information on recent council complaint decisions from the Local Government and Social Care Ombudsman (LGSCO) and the Information Commissioner's Office (ICO), as well as an update on data breaches.

### **Recommendation (s)**

#### **The Committee is asked to:**

- (1) Note the report.**

### **1 Reason for Recommendation**

- 1.1 To ensure the committee is kept apprised of complaints involving the Ombudsman raised against the council, as well as data breaches, and actions taken to remedy those where the council is found at fault.

### **2 Background**

- 2.1 This is a report to the committee focused on LGSCO and ICO information.
- 2.2 Outside of this, the council receives an annual letter from the LGSCO detailing all Ombudsman complaints they've reviewed in the year. This letter was presented to the committee in July 2026.

### **3 Local Government & Social Care Ombudsman decision made against the council since the Annual Review Letter in July 2025.**

- 3.1 There has been one finding of fault against the council by the LGSCO since the last report in July 2026.

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- 3.2 Person X complained that the council failed to be transparent about the charges when she held a pre-wedding party at a council venue. They complained that the council did not alert their problems with catering in enough time, and failed to recommend halal caterers, the hall was poorly ventilated and there was a failure with the lighting system. They also complained that the council provided insufficient equipment to clean the hall and that it failed to review the hall before the end of the event as per the agreement.
- 3.3 The Ombudsman considered evidence provided by person X and the council, as well as relevant law, policy and guidance.
- 3.4 The Ombudsman found that some of the council's actions caused person X frustration and distress. Before the complaint was referred to the Ombudsman, the council had already apologised to person X, offered to pay £150 compensation and had put in place several service improvements.
- 3.5 The Ombudsman found that the actions taken by the council before the complaint was referred to them were appropriate, and they therefore did not recommend any further action.

### **4 Information Commissioner's Office**

- 4.1 The council has had three data breaches logged since the last time this Committee met. None were reportable to the ICO.
- 4.2 The council's Data Protection Officer will determine whether the breach is reportable to the ICO.
- 4.3 The first breach related to the sharing of third-party personal data belonging to a member of staff during a public meeting.
- 4.4 The second breach related to an attachment being sent incorrectly, the attachment contained third party personal data.
- 4.5 The third breach involved two letters being sent to the incorrect addresses, the letters were being sent to neighbours, however the incorrect house numbers were put on the letters which resulted in the letters being delivered to the wrong properties.
- 4.6 Advice has been provided to the members of staff involved in data breaches, which is supported by the provision of e-learning and training.

### **5 Risk Assessment**

Legal or other duties

#### **5.1 Equality Impact Assessment**

5.1.1 None

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### 5.2 Crime & Disorder

#### 5.2.1 None

### 5.3 Safeguarding

#### 5.3.1 None

### 5.4 Dependencies

#### 5.4.1 None

### 5.5 Other

#### 5.5.1 None

## 6 Financial Implications

### 6.1 None.

### 6.2 **Section 24 considerations:** None.

### 6.3 **Section 151 Officer's comments:** There are no financial issues that arise from this report.

## 7 Legal Implications

### 7.1 None.

### 7.2 **Legal Officer's comments:** None for the purposes of this report.

## 8 Policies, Plans & Partnerships

### 8.1 **Council's Key Priorities:** The following Key Priorities are engaged:

- Effective council

### 8.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

### 8.3 **Climate & Environmental Impact of recommendations:** N/A

### 8.4 **Sustainability Policy & Community Safety Implications:** N/A

### 8.5 **Partnerships:** N/A

### 8.6 **Local Government Reorganisation Implications:** N/A

## 9 Background papers

### 9.1 The documents referred to in compiling this report are as follows:

#### **Previous reports:**

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- Local Government & Social Care Ombudsman Annual Review Letter and Information Commissioner's Office Updates.

#### **Other papers:**

- N/A