Local Government & Social Care OMBUDSMAN

21 May 2025

By email

Mr Cullen
Chief Executive
Hinckley & Bosworth Borough Council

Dear Mr Cullen

Annual Review letter 2024-25

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

Your annual statistics are available here.

In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

Supporting complaint and service improvement

In February we published good practice guides to support councils to adopt our Complaint Handling Code. The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free training resources organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular complaint handling training programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact training@lgo.org.uk.

Yours sincerely,

Amerdeep Somal
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Reference	Authority	Category	Subcategory	Received
24002849	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	02/06/2024
24003337	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	09/06/2024
24005041	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	20/06/2024
24005117	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement - other	07/07/2024
24005137	Hinckley & Bosworth Borough Council	Benefits & Tax	Business rates	07/07/2024
24008092	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	08/08/2024
24008295	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	22/08/2024
24008392	Hinckley & Bosworth Borough Council	Housing	Managing council tenancies	22/08/2024
24011409	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	30/09/2024
24014696	Hinckley & Bosworth Borough Council	Corporate & Other Services	Corp & Other Servs-other	19/11/2024
24014836	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	20/11/2024
24015649	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	04/12/2024
24018949	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	18/02/2025

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23009862	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	04/10/2024	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble
23020481	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	02/05/2024	Closed after initial enquiries	Not warranted by alleged fault	
24002849	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	02/06/2024	Referred back for local resolution	Premature Decision - advice given	
24003337	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	16/07/2024	Closed after initial enquiries	Not warranted by alleged fault	
24005041	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	02/08/2024	Closed after initial enquiries	Not warranted by alleged fault	
24005117	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement - other	21/08/2024	Closed after initial enquiries	Not warranted by alleged fault	
24005137	Hinckley & Bosworth Borough Council	Benefits & Tax	Business rates	21/08/2024	Closed after initial enquiries	Other Agency better placed	
24008092	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	08/08/2024	Referred back for local resolution	Premature Decision - advice given	
24008295	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	24/09/2024	Closed after initial enquiries	26(6)(b) appeal to Minister	
24008392	Hinckley & Bosworth Borough Council	Housing	Managing council tenancies	22/08/2024	Advice given	Signpost - go to complaint handling	
24011409	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	12/11/2024	Closed after initial enquiries	26B(2) not made in 12 months	
24014696	Hinckley & Bosworth Borough Council	Corporate & Other Services	Corp & Other Servs-other	30/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
24014836	Hinckley & Bosworth Borough Council	Planning & Development	Other planning application	29/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
24015649	Hinckley & Bosworth Borough Council	Planning & Development	Enforcement-householder	30/01/2025	Closed after initial enquiries	Not warranted by alleged fault	
24018949	Hinckley & Bosworth Borough Council	Corporate & Other Services	Standards committees	28/03/2025	Closed after initial enquiries	Not warranted by alleged injustice	

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23009862	Hinckley & Bosworth Borough Council	Planning & Development	Householder planning application	03/10/2024	Apology Financial redress: Avoidable distress/time and trouble	04/11/2024	20/11/2024	Remedy completed late

Explanatory notes

A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).

Cases received

Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Cases decided

Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.
Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.
Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: https://www.lgo.org.uk/your-councils-performance

We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as **not for us / not ready for us** in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	
Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as **assessed and closed** in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as **investigated** in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are **satisfactory remedy decisions**, i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:	These decision reasons are included in the number of cases reported as **satisfactory remedies provided by the council** on the online map.
Upheld - Injustice remedied during organisations complaint processes	
Upheld - fault & inj - no further action organisation already remedied	

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.