



Record of Officer's Decision

The Openness of Local Government Bodies Regulations 2014 and the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

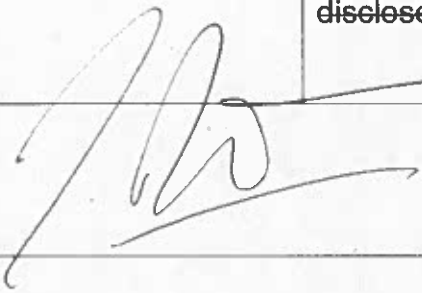
Date of Decision:	19 November 2025
Decision Maker (Officer):	Ian Davidson, Chief Executive
Authority for Delegated Decision (Cabinet/Committee Decision or Scheme of Delegation – provide reference):	Part 3, Schedule 2 – Responsibility for Council non-executive Functions delegated to Officers, Chief Executive No. 10 (part 3.9) power to authorise compensation payments up to a maximum of £5,000 as a result of Local Government & Social Care Ombudsman or Housing Ombudsman recommendations as by virtue of the Corporate Complaints Procedure.
Identify which Portfolio Holder(s)/Committee Chairman consulted?	N/A – Not required
Ward Member(s) consulted?	N/A
Is it a Key Decision?	No
Is it subject to call-in?	No
Decision Made:	To authorise a payment in the sum of £600 to a complainant in accordance with recommendations from the Local Government & Social Care Ombudsman due to a finding of fault by the Council in the case concerned."
Reason for Decision (if a report was produced to support the Decision, refer to or attach it):	The consideration of the complaint by the Local Government & Social Care Ombudsman identified a service failing and as part of their recommendations a payment in the sum identified was considered appropriate.
Highlight any associated risks/finance/legal/equality considerations:	This risk in this case is a reputational risk to the Council if it was not actioned. The Council has

	advised the Ombudsman that it accepts its recommendation. Further details of the complaint and/or the complaint are not included as to do so would potentially place in the public domain those personal details contrary to the Data Protection Act 2018.																		
Details of any Alternative Options Considered and rejected (together with reasons):	The non-payment of the proposed sum was considered. However, this was discounted as the merits for making this payment outweighed the merits to not.																		
Details of any declarations of interest (by Portfolio Holder/Committee Chairman who was consulted by the officer, which related to the decision) If relevant, a note of the dispensation granted by the Monitoring Officer:	None.																		
Reason Decision, or supporting Report, is not published: <i>Tick one or more of the specific exemptions,</i> <u>and</u> <i>Give more information in the final box with regards to why the exemption applies and outweighs the public interest test (which is in favour of disclosure).</i>	<table border="1"> <tr> <td></td><td> Not applicable — Decision [and report] to be published </td></tr> <tr> <td></td><td> If Report is not to be published – tick one of the following boxes: </td></tr> <tr> <td></td><td> The report supporting the Decision contains confidential information </td></tr> <tr> <td></td><td> The Report supporting the Decision falls within an exemption pursuant to Schedule 12A of the Local Government Act 1972 Information: </td></tr> <tr> <td></td><td> • Relates to an individual </td></tr> <tr> <td></td><td> • Likely to reveal the identity of an individual </td></tr> <tr> <td></td><td> • Relating to financial or business affairs of a person or organisation </td></tr> <tr> <td></td><td> • Relates to a claim for legal professional privilege in legal proceedings </td></tr> <tr> <td></td><td> • Reveals that the Council proposes to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or to make an order or direction under any enactment </td></tr> </table>		Not applicable — Decision [and report] to be published		If Report is not to be published – tick one of the following boxes:		The report supporting the Decision contains confidential information		The Report supporting the Decision falls within an exemption pursuant to Schedule 12A of the Local Government Act 1972 Information:		• Relates to an individual		• Likely to reveal the identity of an individual		• Relating to financial or business affairs of a person or organisation		• Relates to a claim for legal professional privilege in legal proceedings		• Reveals that the Council proposes to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or to make an order or direction under any enactment
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	• Relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime
	And is exempt if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information Reasons: The Council has given undertakings not to disclose the detail of the resident in public.

Officers

Signed:



Title: Chief Executive

Signed:

Title:

In consultation with:

Signed:

Portfolio Holder For Housing

Signed:

Section 151 Officer (if required)

Signed:

Monitoring Officer (if required)

Dated:

