

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I123716
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1. **TITLE:** Local Government and Social Care Ombudsman annual review letter 2023-24

2. **SERVICE AREA:** Communities

3. **PURPOSE OF DECISION**

To provide an overview and commentary of the Local Government and Social Care Ombudsman (LGSCO)'s annual review letter detailing the council's LGSCO complaints performance in the financial year 2023/24

4 **IS KEY DECISION** No

5. **DECISION MADE BY:** Cabinet

6. **DECISION:**

RESOLVED that the Local Government and Social Care Ombudsman annual review letter 2023 – 24 is noted.

7. **REASON FOR DECISION**

The annual review letter provides the council with information to help assess the council's performance in handling complaints.

8. **ALTERNATIVE OPTIONS CONSIDERED**

None considered.

9. **DOCUMENT CONSIDERED:** Report of the Executive Director: Communities

10. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
12 November 2024	18 November 2024