

Local Government &
Social Care
OMBUDSMAN

28 July 2023

Dr Stephen Moir
Chief Executive
Cambridgeshire County Council
Chief Executive's Office, Box ALC2609
New Shire Hall
Emery Crescent, Enterprise Campus
Alconbury Weald, Huntingdon
PE28 4YE

Your ref:

Our ref: 22 010 218

(Please quote our reference when contacting us and, if using email, please put the number in the email subject line)

If telephoning please contact Dionne Grant, Assistant Ombudsman: 0330 403 4669

Email address: D.Grant@coinweb.lgo.org.uk

Dear Dr Moir

Complaint about Change Grow Live

We have now completed the investigation of the complaint and enclose a copy of the final report.

Section 30(3) of the Local Government Act 1974 requires us to report without naming or identifying the complainant or other individuals. The people involved in this complaint are therefore referred to by a letter or job role. You must not disclose any information to third parties that could identify the complainant or other individuals referred to in the report.

We will publish the report on our website on or after 23 August 2023. You should not discuss the report in public or comment on its content in publicly available papers before that date. We may distribute copies of the report and a press release in advance of the publishing date, under an embargo. This means the media could have sight of the report and make enquiries before the publishing date but are expected to withhold publishing anything until after we have published the report.

Section 30 of the 1974 Act requires your Council to place two public notices in local newspapers and/or newspaper websites. To complete your statutory requirements you should place these announcements within two weeks of us publishing the report. We enclose a specimen public notice at the end of this letter which you may find helpful. Please let us know when you have placed these notices. You should also make copies of the report available free of charge at one or more of your offices.

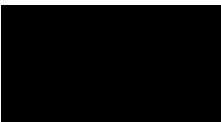
PO Box 4771 www.lgo.org.uk
Coventry
CV4 0EH

Our finding is *Report issued: upheld; maladministration and injustice*. Since we have found the people in the report have suffered injustice as a result of fault, under Section 31(2) of the 1974 Act, your Council must formally consider our report. Please arrange for the report to be considered at a high decision making level such as full Council, Cabinet or another Committee with delegated authority.

Please do not hold this meeting or send out publicly available papers for discussion at it before the date of publication for this report.

You must then tell us, within three months of receiving the report (or a longer period we may agree in writing), the action your Council has taken or proposes to take. We recognise your Council has already agreed an appropriate remedy and this is reflected in the sample public notice. However, we still need confirmation that the requirements of Section 31(2) have been met, so please let us know by 25 August 2023 when your Council will consider the report and when we may expect to receive a response.

Yours sincerely



Paul Najsarek
Interim Local Government and Social Care Ombudsman for England

Enc: Final report
Specimen public notice (below)
General information for organisations – public interest reports (below)

Specimen notice (not for publication before the date we confirm that we will publish the report)

Cambridgeshire County Council

Report of Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman has issued a report following its investigation of a complaint about Cambridgeshire County Council. The complaint was about *Corporate & Other Services*. The Ombudsman found that there had been fault on the part of the Council, and this had caused injustice.

Cambridgeshire County Council has agreed to take action which the Ombudsman regards as providing a satisfactory remedy for the complaint.

The Council must now consider the report and tell the Ombudsman within three months (or such longer period as the Ombudsman may agree) what it proposes to do.

Copies of the report will be available for public inspection during normal office hours at [main office address] and at [details of other offices] for three weeks starting on [date]. Anyone is entitled to take copies of the report or extracts from it. Copies will be supplied free of charge.

General information for organisations – public interest reports

Can the report be challenged?

The findings in our report can only be challenged by way of judicial review in the High Court. Judicial review is not an appeal and the most a court can do, if successful, is to quash the Ombudsman's decision. The narrow grounds of challenge include illegality, irrationality or procedural flaws.

How is the report published?

Reports are published on our website. We will tell you when the report will be published. Your organisation should not refer to the report in public before that date.

We will usually send a copy of the report with a press release to the media. We often send out the press release in advance of the publishing date under an embargo. This means the media should withhold writing or broadcasting anything until after we have published the report.

We will share a copy of the press release with you, but for information only, not for commenting on the content.

How does the organisation publicise the report?

The organisation must place two public notices in local newspapers and/or newspaper websites within two weeks of us publishing the report. Copies of the report should be made freely available to the public.

What happens after the final report is published?

The organisation must formally consider our findings and recommendations within three months of the date of the final report. Organisations must discuss our findings and recommendations at a high decision making level, such as full Council or Cabinet, and formally report back to us on the actions it has taken, or proposes to take.

We will send a letter of satisfaction when we are satisfied with the actions the organisation has taken following the report and will update our website to show this.

What happens if an organisation does not comply with the recommendations?

Most organisations agree to our recommendations, often before we publish the report. If an organisation does not comply, we can issue a further report. This explains the latest position and requires the organisation to again discuss it at a high decision making level.