

Local Government & Social Care Ombudsman Report - *'Out of Order: learning lessons from antisocial behaviour.'*

Date: 14 September 2023

Report of: Head of Democratic Services

Report to: Scrutiny Board (Environment, Housing and Communities)

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

- In August 2023 the Local Government & Social Care Ombudsman published the appended report *'Out of Order: Learning lessons from complaints about anti-social behaviour.'*
- This report is included at the request of the Scrutiny Board Chair to provide background information for members in the context of the wider discussions scheduled for the Board meeting including the 'Safer, Stronger Communities – Leeds Plan update'.

Recommendations

Members are requested to note the report and consider how its conclusions and recommendations might inform wider discussions at the Scrutiny Board meeting of 14 September 2023.

What is this report about?

1. In August 2023 the Local Government & Social Care Ombudsman published the appended report *'Out of Order: Learning lessons from complaints about anti-social behaviour.'*
2. The report provides an overview of matters including the range of powers councils can use to tackle antisocial behaviour, available tools for early and informal intervention, the role of the Ombudsman in determining whether councils have properly investigated reports of antisocial behaviour and complaint statistics.
3. It also summarises the learning points that have emerged from several case studies, recommendations to promote good practice and key questions elected member may wish to ask when scrutinising services in their authorities.
4. The appended report is included at the request of the Scrutiny Board Chair to provide background information for board members in the context of the wider discussions scheduled for the Scrutiny Board meeting on 14 September 2023 including the 'Safer, Stronger Communities – Leeds Plan update'.

Appendices

5. Appendix 1 – Local Government & Social Care Ombudsman report *'Out of Order: Learning lessons from complaints about anti-social behaviour' (August 2023)*