

**CAMBRIDGE CITY COUNCIL**  
Record of Executive Decision

<b>INVESTIGATION BY LOCAL GOVERNMENT OMBUDSMAN (LGO) INTO COMPLAINTS AGAINST CAMBRIDGE CITY COUNCIL</b>
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<b>Decision of:</b>	<b>Councillor Catherine Smart, Executive Councillor Housing and Health</b>
<b>Reference:</b>	040526hh
<b>Date of decision:</b>	26 May 2004 <b>Recorded on:</b> 27 May2004
<b>Decision Type:</b>	Not a key decision.
<b>Matter for Decision:</b>	To consider the response to the LGO's Report, agree an action plan and on the making of ex gratia payments to complainants.
<b>Why the decision had to be made (and any alternative options):</b>	To comply with Section 31(2) of the Local Government Act 1974, which requires the Council to inform the LGO of the action the Council has taken and further action it proposes to take.
<b>The Executive Councillor's decision(s):</b>	<ol style="list-style-type: none"><li>1. To note that the Committee recommends the Council makes a formal apology to the complainants who have suffered as a result of the maladministration.</li><li>2. To make ex gratia payments of £2,000 to both complainants as recommended in the LGO report and send a letter of apology.</li><li>3. To make further ex gratia payments of £250 to both complainants in recognition of the time and trouble in making their complaints to the Council as recommended in the LGO report.</li><li>4. To accept the draft Neighbour Nuisance and Anti Social Behaviour procedure document as a draft document for consultation with tenants, staff and other stakeholders.</li><li>5. To make two additional ex gratia payments of £2,000 to immediate neighbours as guided by the LGO in the light of a request received from another resident in the area.</li></ol>
<b>Reasons for the decision:</b>	To comply with the Council's practice of accepting the findings of the Local Government Ombudsman and consider the actions necessary to address the weaknesses that have been identified.
<b>Scrutiny consideration:</b>	The Committee approved the recommendation set out above (by 6 votes to 0).
<b>Report:</b>	Agenda item 4 of the Housing and Health Scrutiny Committee,

special meeting, 26 May 2004

**Conflicts of interest:** No conflicts of interest were declared.

**Comments:**

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