Introduction

We are very pleased to publish this, our ninth, *Digest of cases*.

We are very keen that all authorities should be able to learn from the work we do. So we see the *Digest* as an important publication designed to promote good local administration. We urge all authorities to study this year's *Digest* with that aim in view. The *Digest* also helps to increase awareness and understanding of what we do and how we do it, and of the reasoning behind our decisions.

Since last year's *Digest* we have published a review of our guidance on remedies (Guidance note 6) and two further special reports. These were on *Neighbour nuisance and anti-social behaviour*; and *Parking enforcement by local authorities*.

The special reports can be viewed on our website: www.lgo.org.uk/special-reports.htm. The website includes:

- The text of the last six issues of our *Digest of cases*;
- The text of our current guidance notes on good practice;
- The text of the five special reports published so far;
- Our most recent annual report and accounts; and
- Summaries of recent published reports on investigations.

In this *Digest* we use pseudonyms to protect the privacy of complainants and others. Most of the cases are taken from published reports. We shall be happy to provide the whole text of reports on request.[1] We cannot, however, disclose further details about cases where we approved a 'local settlement' and discontinued the investigation.

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Local Government Ombudsmen
August 2005

1 Available from the Commission at 10th Floor, Millbank Tower, Millbank, London SW1P 4QP. **Tel** 020 7217 4683.