

Local Government & Social Care OMBUDSMAN

8 July 2026

By email

Mr Scott
Interim Chief Executive
London Borough of Enfield

Dear Mr Scott

Annual Review Letter 2025–26

I wrote to you in May with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2026. In that letter, I explained that where we had concerns about your organisation's complaint handling, or to highlight exceptional performance, I would write again, and I have set out our experience of your organisation's complaint handling below.

As a reminder, [your annual statistics are available here](#).

In addition, you can find details of the decisions we have made about your organisation, read the reports we have issued, and view the service improvements your organisation has agreed to make as a result of our investigations, as well as previous annual review letters.

This letter will be published on our website on 15 July 2026.

Your organisation's performance

During the year, we published a report about your Council after a resident was left with no meaningful response to his reports of anti-social behaviour (ASB) by his neighbour. This meant the complainant was exposed to distressing behaviours from his neighbour that might have otherwise been avoided. We found the Council failed to follow the anti-social behaviour case review process, despite explicit requests from the complainant, as well as his reports triggering the threshold for a review. We considered the failings highlighted governance failings in how the Council dealt with residents' reports of anti-social behaviour, and complaints.

We are pleased the Council accepted our recommendations in this case and has committed to improvements to avoid a repeat of these issues in future, as well as taking steps to support the complainant if further issues arise.

Beyond this case, we experienced significant delays in obtaining responses to our investigation enquiries this year. We understand this was driven by staffing changes and resource pressures in your complaints team. We do not underestimate the pressures on local services at present; however, the delays were such that we reminded the Council of our powers to issue a witness summons on five separate occasions. It is rare to take this step so frequently and demonstrates the severity of the issues we have experienced during the year.

Similarly, the Council delayed in providing evidence it had complied with the actions it had agreed to in nearly half of cases where we made recommendations. Apologies and payments were delayed, despite being straightforward to administer, resulting in unnecessary waiting and added frustration for complainants. Other delays related to service improvement recommendations. If the Council considers proposed timescales to be unachievable, it should raise this at the draft decision stage of the process. We aim to set realistic timeframes but cannot accept indefinite deadlines given the continued risk of similar issues affecting others.

In summary, improving how our offices work together will be important over the coming year and I propose we have a meeting to discuss this further.

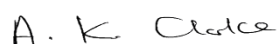
Supporting complaints and service improvement

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our [Complaint Handling Code](#), in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published next week, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,



Amerdeep Clarke
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England