



Levelling Up, Housing and Communities Committee

Rt Hon Michael Gove MP
Secretary of State
Department for Levelling Up, Housing & Communities
2 Marsham Street
London, SW1P 4DF

15 April 2024

Dear Michael,

Local Government and Social Care Ombudsman: Triennial Review 2021-2024

I write regarding the lack of a Government response to the Local Government and Social Care Ombudsman's (LGSCO) current [Triennial Review](#).

The Triennial Review sets out proposals to strengthen the Ombudsman's service, including by updating its jurisdiction for local government. In January 2022, my Committee held an [oral evidence session](#) to ask Michael King CBE, the then Ombudsman, about a range of issues that were highlighted in the Triennial Review. I then set out my Committee's view on the Triennial Review in my letter to you [dated 2 February 2022](#). In your response, you said that:

We [the Department for Levelling Up, Housing and Communities] are working in partnership with the Department for Education and the Department of Health and Social Care to consider the Triennial Review's recommendations and will be responding in due course. We will update the Committee when this response is published.¹

However, despite this, the Department's response has still not been published. I have received representations from Amerdeep Somal, the newly appointed Ombudsman, that a published response and greater engagement with the Triennial Review's recommendations from your Department would support the LGSCO in improving access to its service and the quality of the services with its jurisdiction.²

Therefore, I would be grateful for your answers to the following questions:

- Is your Department preparing a response to the LGSCO Triennial Review 2021-2024 and its recommendations? If so, when will the response be published?
- Do you support the introduction of mandatory signposting for all adult social care providers to ensure the public are aware of the LGSCO's service?

¹ Correspondence from the Rt Hon Michael Gove MP, Secretary of State for Levelling Up, Housing and Communities, dated [23 February 2022](#)

² Correspondence from Amerdeep Somal, dated [19 March 2024](#)



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- Do you believe the LGSCO's jurisdiction should be extended to allow the Ombudsman to consider (a) the actions of a school fulfilling an Education, Health and Care (EHC) plan and (b) complaints about Special Educational Needs and Disability (SEND) provision within a school for children and young people without an EHC plan?
- Should parents, pupils, and carers be given the right to an independent LGSCO investigation of complaints that have not been adequately resolved by their school?
- What is your Department's assessment of how the LGSCO's current jurisdiction reflects all relevant local government arrangements?

I would be grateful for your response by 29 April 2024.

Best wishes,

Clive Betts MP
Chair, Levelling Up, Housing and Communities Committee