

Chief Executive's department
regeninfo@southwark.gov.uk

13th April 2016

Dear Mr Glasspool,

Re: Ombudsman's Final Decision - Complaint reference 14 019 995

The Ombudsman has found that the council was at fault in our processing of an advance compensation payment to you under the Land Compensation Act, and that this has caused you significant injustice. On behalf of the council, I therefore offer my sincere apologies for this.

The compensation that the Ombudsman awarded to you has now been authorised and payment should now have been paid to your nominated bank account. I can also confirm that lessons have been learnt from this case and as recommended by the Ombudsman, the Council is in the process of implementing procedural changes. It should be noted that there are proposed changes to the Compulsory Purchase Order process raised in the Housing and Planning Bill, which are currently subject to Parliamentary scrutiny. This is particularly so with regard to the question of 'advance payments' and vacant possession. The Council will therefore need to await the outcome of this process before finalising its own internal policies to ensure they are consistent with the legislation.

Yours sincerely,



Stephen Platts
Director of Regeneration