

OMBUDSMAN COMPLAINTS

Table 1: This table shows a breakdown of the **117 ombudsman complaints** recorded by the Council's Customer Feedback and Complaints Team during 2021/22.

Portfolio/ Partner	Subject	Formal premature referrals	Considered without Investigation	Formal investigation made	Totals 2021/22	Totals 2020/21	Totals 2019/20
People	Social Care – Adults	1	6	7	14	14	23
	Social Care - Children's		4	3	7	4	17
	Education	1	4	3	8	8	15
Place	Bereavement Services					0	1
	Building Control					0	2
	Environmental Services		1	2	3	2	1
	Housing & Neighbourhood Services	6	13	5	24	11	18
	Licensing	1			1		2
	Parking Services					4	4
	Parks & Countryside		1		1	0	1
	Planning	1	6	3	10	12	7
	Repairs & Maintenance (Council Housing)	11		1	12	9	21
Resources	Customer Services		4	3	7	3	10
	Legal	1	7		8	3	3
	Finance		1		1	0	0
	Benefits	2	1		3	2	8
	Revenues	1	7		8	0	3
Amey/ Client	Streets Ahead		7	1	8	8	14
Veolia/ Client	Waste Management		2		2	0	1
Totals		25	64	28	117	80	151

Table 2: This table shows a breakdown by subject of the **114 complaints/enquiries** received by the LGSCO in 2020/21, compared with the previous two years.

LGO subject category	2019/20	2020/21	2021/22
Adult Social Care	36	21	20
Benefits and Tax	12	3	15
Corporate and other	14	10	5
Education and Children's Services	25	18	18
Environmental Services and Public Protection & Regulation	12	11	11
Highways & Transport	25	9	8
Housing	13	9	27
Planning & Development	6	14	10
Total	143	95	114

Table 3: This table shows a breakdown of LGSCO decisions over the last three years.

LGSCO Decisions	2019/20	2020/21	2021/22
Incomplete or invalid	8	5	5
Advice Given	7	7	7
Referred back for local resolution	40	23	23
Closed after initial enquiries	53	35	58
Investigated – not upheld	4	7	5
Investigation – upheld but remedied by LA	6	2	3
Investigated – upheld	27	13	12
Report – upheld	1	2	0
Total	146	94	113

Table 4: This table shows a breakdown of HO decisions over the last three years.

HO Decisions	2019/20	2020/21	2021/22
Closed after initial enquiries (outside jurisdiction/no further action)	2	1	1
Investigated – not upheld (no maladministration)	4	3	2
Investigated – upheld (maladministration/partial maladministration)	3	1	2
Remedied by LA (redress provided)	2	0	0
Total	11	5	5

Table 5: This table compares complaint numbers across the Core Cities based on information provided by the LGSCO in the Annual Review Letters.

	Number enquiries received 2020/21	Number enquiries received 2021/22	% increase/ decrease (+ / -)	Number of enquiries per 1000 population
Birmingham	362	463	+28%	0.41
Bristol	98	131	+34%	0.28
Leeds	135	190	+41%	0.24
Liverpool	71	114	+61%	0.23
Manchester	102	134	+31%	0.24
Newcastle	39	65	+67%	0.22
Nottingham	52	73	+40%	0.22
Sheffield	95	114	+20%	0.20

Table 6: This table compares complaint outcomes across the core cities based on information provided by the LGSCO in the Annual Review Letters.

	Number of detailed investigations 2021/22	Number of complaints upheld 2021/22	Upheld rate 2021/22	Number of complaints where Satisfactory Remedy provided before complaint reached Ombudsman 2020/21 - % of upheld cases		Compliance with Ombudsman Recommendations 2020/21
Birmingham	128	100	78%	7	7%	100%
Bristol	34	22	65%	5	23%	100%
Leeds	41	26	63%	2	8%	100%
Liverpool	25	18	72%	1	6%	100%
Manchester	47	33	70%	3	9%	100%
Newcastle	8	4	50%	1	25%	100%
Nottingham	20	13	65%	2	15%	100%
Sheffield	20	15	75%	3	20%	100%
Average % (similar LA to SCC)			68%		11%	100%

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