

OMBUDSMAN COMPLAINTS

Table 1: This table shows a breakdown of the **80 ombudsman complaints** recorded by the Council's Customer Feedback and Complaints Team during 2020/21.

Portfolio/ Partner	Subject	Formal premature referrals	Considered without Investigation	Formal investigation made	Totals 2020/21	Totals 2019/20
People	Social Care – Adults	1	4	9	14	23
	Social Care - Children's	1	2	1	4	17
	Education	3	4	1	8	15
Place	Bereavement Services	0	0	0	0	1
	Building Control	0	0	0	0	2
	Environmental Services	0	2	0	2	1
	Housing & Neighbourhood Services	2	4	5	11	18
	Licensing					2
	Parking Services	2	2	0	4	4
	Parks & Countryside	0	0	0	0	1
	Planning	2	9	1	12	7
	Repairs & Maintenance (Council Housing)	7	0	2	9	21
Resources	Customer Services	0	2	1	3	10
	Legal	0	3	0	3	3
	Benefits	0	2	0	2	8
	Revenues	0	0	0	0	3
Amey/Client	Streets Ahead	0	6	2	8	14
Veolia/Client	Waste Management	0	0	0	0	1
Totals		18	40	22	80	151

Table 2: This table shows a breakdown by subject of the **95 complaints/enquiries received by the LGSCO** in 2020/21, compared with the previous two years.

LGO subject category	2018/19	2019/20	2020/21
Adult Social Care	28	36	21
Benefits and Tax	17	12	3
Corporate and other	12	14	10
Education and Children's Services	34	25	18
Environmental Services and Public Protection & Regulation	25	12	11
Highways & Transport	21	25	9
Housing	18	13	9
Planning & Development	10	6	14
Total	165	143	95

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

LGSCO Decisions	2018/19	2019/20	2020/21
Incomplete or invalid	13	8	5
Advice Given	7	7	7
Referred back for local resolution	51	40	23
Closed after initial enquiries	62	53	35
Investigated – not upheld	13	4	7
Investigation – upheld but remedied by LA		6	2
Investigated – upheld	22	27	13
Report – upheld	0	1	2
Total	168	146	94

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

HO Decisions	2018/19	2019/20	2020/21
Closed after initial enquiries (outside jurisdiction/no further action)	3	2	1
Investigated – not upheld (no maladministration)	4	4	3
Investigated – upheld (maladministration/partial maladministration)	2	3	1
Remedied by LA (redress provided)	1	2	0
Total	10	11	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 2019/20	Number enquiries received 2020/21	% increase/ decrease (+ / -)	Number of enquiries per 1000 population
Birmingham	561	362	-77%	0.32
Bristol	130	98	-25%	0.21
Leeds	185	135	-27%	0.17
Liverpool	130	71	-45%	0.14
Manchester	157	102	-35%	0.19
Newcastle	65	39	-40%	0.13
Nottingham	75	52	-31%	0.16
Sheffield	143	95	-34%	0.16

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 2020/21	Number of complaints upheld 2020/21	Upheld rate 2020/21	Number of complaints where Satisfactory Remedy provided before complaint reached Ombudsman 2020/21 - % of upheld cases		Compliance with Ombudsman Recommendations 2020/21
Birmingham	130	107	82%	7	7%	100%
Bristol	23	19	83%	3	16%	90%
Leeds	33	25	76%	4	16%	100%
Liverpool	27	20	74%	3	15%	100%
Manchester	22	14	64%	4	29%	100%
Newcastle	14	10	71%	1	10%	100%
Nottingham	7	3	43%	0	0%	100%
Sheffield	24	17	71%	2	12%	100%
Average % (similar LA to SCC)			72%		11%	100%

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