

OMBUDSMAN COMPLAINTS

Table 1: This table shows a breakdown of the 145 **ombudsman complaints** recorded by the Council’s Feedback and Complaints Team during 2023/24.

Portfolio/ Partner	Subject	Formal premature referrals	Considered without Investigation	Formal investigation made	Totals 2023/24	Totals 2022/23	Totals 2021/22
Adult H&SC	Social Care – Adults	1	7	6	14	10	14
Children’s Services	Social Care - Children's	3	4	1	8	7	7
	Education & Skills	2	3	7	12	12	8
Neighbourhood Services	Customer Services		3		3	4	7
	Environmental Services		1	1	2	2	3
	Housing (LGSCO)	6	11	1	23	33	24
	Housing (HO)	1	1	3			
	Licensing	1			1	1	1
	Parking Services		2		2	4	
	Parks & Countryside		1		1	0	1
	Repairs & Maintenance: (HO)	36		3	39	38	12
City Futures	Planning/Building Control	4	4	3	11	5	10
	Property Services				0	1	0
	Clean Air	1	2		3	3	8
Strategic Support Services	Legal				0	3	8
	Finance				0	0	1
	Benefits	2	3		5	1	3
	Revenues	3	6		9	6	8
	HR/Misc		1		1		
Amey/ Client	Streets Ahead	2	8	1	11	9	8
Veolia/ Client	Waste Management				0	1	2
Totals		62	57	26	145	137	117
LGSCO Totals		25	56	20	101	77	
HO Totals		37	1	6	44	60	

Table 2: This table shows a breakdown by subject of the **148 complaints/enquiries received by the LGSCO** in 2023/24, compared with the previous two years.

LGO subject category	2021/22	2022/23	2023/24
Adult Social Care	20	17	23
Benefits and Tax	15	8	15
Corporate and other	5	7	9
Education and Children's Services	18	33	22
Environmental Services and Public Protection & Regulation	11	10	10
Highways & Transport	8	12	20
Housing	27	29	38
Planning & Development	10	8	11
Total	114	124	148

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

LGSCO Decisions	2021/22	2022/23	2023/24
Incomplete or invalid	5	9	10
Advice Given	7	13	18
Referred back for local resolution	23	41	44
Closed after initial enquiries	58	46	48
Investigated – not upheld	5	7	4
Investigation – upheld but remedied by LA	3		5
Investigated – upheld	12	18	15
Report – upheld	0	1	0
Total	113	135	144

Table 4: This table shows a breakdown of HO determinations (cases); individual findings and Complaint Handling Failure Orders over the last two years.

HO Decisions	2022/23	2023/24
Number of cases determined	5	7
Number of cases with finding of maladministration/service failure	3	6
Total Number of Individual Findings:	12	20
Outside jurisdiction	4	1
No Maladministration	3	2
Maladministration	4	14
Severe Maladministration	0	2
Service Failure	1	1
Total Maladministration/Service Findings	5	17
Maladministration rate*	63%	89%
National Maladministration Rate	55%	73%
Average Maladministration for similar authorities	62%	78%
Number of Complaint Handling Failure Orders	3	1

*The number of findings of severe maladministration, maladministration and service failure, expressed as a percentage of the total number of findings (excluding findings of Outside Jurisdiction and Withdrawn).

Table 5: Breakdown of the 17 HO Maladministration/Service Failure findings reached (6 cases).

Complaint ref	Summary Finding
202119437	Maladministration by the landlord in its complaint handling and record keeping.
202108983	Maladministration regards to the level of compensation the landlord offered during the complaints process.
202108983	Maladministration regards to the way in which the compensation was to be paid.
202108983	Maladministration by the landlord in its complaint handling.
202108983	Service failure by the landlord in its (complaint) record keeping (gaps in recording of contact).
202110792	Maladministration by the landlord in its handling of a leak affecting the communal area and the associated remedial repairs.
202110792	Maladministration by the landlord in its handling of the resident's complaint.
201902716	Severe maladministration by the landlord in respect of its handling of the installation of a new front door
201902716	Maladministration by the landlord in respect of its handling of damp and mould in the property.
201902716	Maladministration by the landlord in respect of its handling of repairs to the bathroom light.
201902716	Maladministration by the landlord in respect of its handling of the installation of an extractor fan in the kitchen.
201902716	Severe maladministration in respect of the landlord's communication and complaint handling including the level of compensation awarded.
202100059	Maladministration in the landlord's handling of the resident's concerns regarding the condition of the property when let.

202100059	Maladministration in the landlord's handling of the resident's concerns regarding gas safety.
202100059	Maladministration in the landlord's handling of the resident's concerns regarding complaint handling.
202124151	Maladministration in the landlord's handling of the resident's reports of leaks, damp and mould and repairs to his bathroom.
202124151	Maladministration in the landlord's handling of the complaint.

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

	Number of detailed investigations 2023/24	Number of complaints upheld 2023/24	Upheld rate 2023/24	Upheld decisions per 100,000 residents	Number of complaints where Satisfactory Remedy provided before complaint reached Ombudsman 2023/24 - % of upheld cases		Number of cases with a compliance outcome recorded during the year	Compliance with Ombudsman Recommendations 2023/24
Birmingham	132	115	87%	9.9	9	8%	107	99%
Bristol	42	35	83%	7.3	5	14%	23	100%
Leeds	59	44	75%	5.3	8	18%	33	100%
Liverpool	24	19	79%	3.8	3	16%	18	100%
Manchester	31	24	77%	4.2	7	29%	17	94%
Newcastle	10	7	70%	2.3	1	14%	5	100%
Nottingham	10	10	100%	3.0	1	10%	7	100%
Sheffield	24	20	83%	3.5	5	25%	14	100%
Average % (similar LA to SCC)			80%	4.4		10%		99%