

Cabinet Meeting – 17 February 2021

Written Answers Provided To Public Questions

Question of Mr Johnson to Councillor Bob Johnson (Leader of the Council)

Q. In 2019/20 89% of complaints about SCC to the LGO were upheld, compared to 67% in similar authorities in that year. Why?

A. The Audit and Standards Committee of Sheffield City Council is due to consider a detailed report tomorrow (18 February 2021) in response to the annual letter issued by the Local Government and Social Care Ombudsman (LGSCO) in July 2020 and the annual report issued by the Housing Ombudsman in November 2020. The report includes a detailed breakdown of the 34 complaints that were upheld by the LGSCO.

It is difficult to give a definitive reason for the higher than average upheld rate, and it is something I will commit to look into, but it should be recognised that this is only one measure. Overall Sheffield City Council saw a lower number of complaints being escalated to the LGSCO in 2019/20 compared with previous years – I have also compared that number to other core cities and note that it is comparable as a proportion of population. Equally in 15% of upheld cases the LGSCO found Sheffield City Council had provided a satisfactory remedy before the complaint reached the Ombudsman, which is slightly higher than the average of 11% in similar authorities.

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