

## OMBUDSMAN COMPLAINTS

**Table 1:** This table shows a breakdown of the **137 ombudsman complaints** recorded by the Council's Feedback and Complaints Team during 2022/23.

Portfolio/ Partner	Subject	Formal premature referrals	Considered without Investigation	Formal investigation made	Totals 2022/23	Totals 2021/22	Totals 2020/21
<b>Adult H&amp;SC</b>	Social Care – Adults	1	7	2	<b>10</b>	<b>14</b>	14
<b>Children's Services</b>	Social Care - Children's	5	2	0	<b>7</b>	<b>7</b>	4
	Education & Skills	3	4	5	<b>12</b>	<b>8</b>	8
<b>Operational Services</b>	Environmental Services	1	1	0	<b>2</b>	<b>3</b>	2
	Housing & Neighbourhood Services (LGSCO)	5	6	0	<b>33</b>	<b>24</b>	<b>11</b>
	Housing & Neighbourhood Services (HO)	18	1	3			
	Licensing	0	1	0	<b>1</b>	<b>1</b>	0
	Parking Services	0	4	0	<b>4</b>		4
	Parks & Countryside	0	0	0	<b>0</b>	<b>1</b>	0
	Repairs & Maintenance: (LGSCO)	0	0	0	<b>38</b>	<b>12</b>	9
	Repairs & Maintenance: (HO)	31	0	7			
<b>City Futures</b>	Planning	2	3	0	<b>5</b>	<b>10</b>	12
	Property Services	0	0	1	<b>1</b>	<b>0</b>	0
<b>Resources</b>	Customer Services	0	4	0	<b>4</b>	<b>7</b>	3
	Legal	0	3	0	<b>3</b>	<b>8</b>	3
	Finance	0	0	0	<b>0</b>	<b>1</b>	0
	Benefits	0	1	0	<b>1</b>	<b>3</b>	2
	Revenues	0	5	1	<b>6</b>	<b>8</b>	0
<b>Amey/ Client</b>	Streets Ahead	0	8	1	<b>9</b>	<b>8</b>	8
<b>Veolia/ Client</b>	Waste Management	0	0	1	<b>1</b>	<b>2</b>	0
<b>Totals</b>		<b>66</b>	<b>50</b>	<b>21</b>	<b>137</b>	<b>117</b>	80
LGSCO Totals		17	49	11	<b>77</b>		
HO Totals		49	1	10	<b>60</b>		

**Table 2:** This table shows a breakdown by subject of the **124 complaints/enquiries received by the LGSCO** in 2022/23, compared with the previous two years.

LGO subject category	2020/21	2021/22	2022/23
Adult Social Care	21	20	17
Benefits and Tax	3	15	8
Corporate and other	10	5	7
Education and Children's Services	18	18	33
Environmental Services and Public Protection & Regulation	11	11	10
Highways & Transport	9	8	12
Housing	9	27	29
Planning & Development	14	10	8
<b>Total</b>	<b>95</b>	<b>114</b>	<b>124</b>

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

LGSCO Decisions	2020/21	2021/22	2022/23
Incomplete or invalid	5	5	9
Advice Given	7	7	13
Referred back for local resolution	23	23	41
Closed after initial enquiries	35	58	46
Investigated – not upheld	7	5	7
Investigation – upheld but remedied by LA	2	3	
Investigated – upheld	13	12	18
Report – upheld	2	0	1
<b>Total</b>	<b>94</b>	<b>113</b>	<b>135</b>

**Table 4:** This table shows a breakdown of HO findings during 2022/23.

HO Decisions	2022/23
<b>Number of cases determined</b>	<b>5</b>
Outside jurisdiction	4
No Maladministration	3
Maladministration	4
Service Failure	1
<b>Total findings</b>	<b>12</b>

**Table 5:** Breakdown of the 5 HO Maladministration/Service Failure findings reached (3 cases).

Complaint ref	Summary Finding
202119007	Service failure by the landlord in respect of its complaint handling.
202200707	Maladministration in relation to the landlord's handling of the resident's concerns about structural issues and cracking within her home.
202200707	Maladministration in relation to the landlord's handling of the complaint.
202119409	Maladministration by the landlord in respect of its handling of the resident's reports of a leak into his property.
202119409	Maladministration by the landlord in respect of its complaint handling

**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 2022/23	Number of complaints upheld 2022/23	Upheld rate 2022/23	Number of complaints where Satisfactory Remedy provided before complaint reached Ombudsman 2022/23 - % of upheld cases		Compliance with Ombudsman Recommendations 2022/23
<b>Birmingham</b>	153	128	84%	9	7%	98%
<b>Bristol</b>	45	31	69%	7	23%	100%
<b>Leeds</b>	54	37	69%	5	14%	100%
<b>Liverpool</b>	26	20	77%	5	25%	100%
<b>Manchester</b>	36	22	61%	2	9%	100%
<b>Newcastle</b>	10	7	70%	2	29%	100%
<b>Nottingham</b>	9	8	89%	3	38%	100%
<b>Sheffield</b>	<b>26</b>	<b>19</b>	<b>73%</b>	<b>0</b>	<b>0%</b>	<b>100%</b>
<b>Average % (similar LA to SCC)</b>			<b>77%</b>		<b>10%</b>	<b>99%</b>