

# Landlord Performance Data 2021-22

## 1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2021

Landlord Name	Sheffield City Council
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Homes
38,877

## 2.0 Determinations by Outcome

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

### 2.1 Individual Landlord

Landlord Name	Sheffield City Council
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Overall Determination	Count	%
Maladministration	2	40%
No Maladministration	2	40%
Outside Jurisdiction	1	20%
Grand Total	5	100%

## 2.0 Determinations (continued)

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

### 2.2 By Landlord Type

*'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types*

Overall Determination	Housing Association	Local Authority	Other	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	19%	26%	41%	21%
Partial Maladministration	24%	22%	18%	23%
Reasonable Redress	12%	6%	6%	10%
No Maladministration	27%	26%	6%	27%
Mediation	4%	2%	18%	3%
Outside Jurisdiction	11%	18%	12%	13%
Withdrawn	2%	1%	0%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 2.3 By Landlord Size

Overall Determination	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	26%	20%	21%	21%
Partial Maladministration	23%	24%	23%	23%
Reasonable Redress	5%	6%	12%	10%
No Maladministration	18%	34%	26%	27%
Mediation	6%	2%	3%	3%
Outside Jurisdiction	22%	13%	13%	13%
Withdrawn	0%	1%	2%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 3.0 Findings by Category

Findings on cases determined between 01/04/2021 - 31/03/2022 by category and decision

<b>Landlord Name</b>	Sheffield City Council					
	<b>Finding</b>					
<b>Category</b>	<b>Maladministration</b>	<b>Service failure</b>	<b>Redress</b>	<b>No maladministration</b>	<b>Outside Jurisdiction</b>	<b>Grand Total</b>
Anti-Social Behaviour					3	3
Complaints Handling	2		1			3
Information and Data Management					1	1
Moving to a Property					1	1
Property Condition	1	2		1		4
Staff				1		1
<b>Grand Total</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>13</b>

### 4.0 Orders Made by Type

Orders on cases determined between 01/04/2021 - 31/03/2022 by order type

<b>Landlord Name</b>	Sheffield City Council
<b>Type</b>	Order
<b>Order Type</b>	<b>Count</b>
Case Review	2
Compensation	5
Take Specific Action (non-repair)	2
<b>Grand Total</b>	<b>9</b>

## 5.0 Order Compliance Within 3 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

### 5.1 Individual Landlord

Landlord Name	Sheffield City Council
Type	Order

Time to comply	Count	%
Within three months	10	100%
<b>Grand Total</b>	<b>10</b>	<b>100%</b>

### 5.2 By Landlord Type

*'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types*

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within three months	100%	99%	100%	99%
More than three months	0%	1%	0%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 5.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within three months	100%	100%	99%	99%
More than three months	0%	0%	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 6.0 Order Compliance Within 6 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

### 6.1 Individual Landlord

Landlord Name	Sheffield City Council
Type	Order

Time to comply	Count	%
Within six months	10	100%
<b>Grand Total</b>	<b>10</b>	<b>100%</b>

### 6.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 6.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 7.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2021 - 31/03/2022

Landlord Name	Sheffield City Council
Type	Order

<b>Total</b>
£2,400.00