

### **Local Government and Social Care Ombudsman – Annual Review 2021/22**

#### **Summary of report:**

The report provides Members of the Committee with details relating to the role of the Local Government and Social Care Ombudsman, providing information on the number and range of complaints referred by the Ombudsman to the Council during the financial year 2021/22, and to submit for Committee's consideration the Ombudsman's annual letter for 2021/22 (**Appendix 1**).

#### **Background papers:**

None.

#### **Recommendation:**

1. To note the content of the report.

#### **1.0 Background**

The Local Government and Social Care Ombudsman (shortened in this report to LGSCO or the Ombudsman) investigates complaints escalated to them across a range of local authority functions and services, including commissioned services for example, registered adult social care providers.

#### **1.1 Procedures**

The Ombudsman's involvement in a complaint usually has 2 potential stages:

##### **1.1(i) Assessment - including Initial Enquiry and Initial Investigation**

Complaints received by the Ombudsman are considered initially by an assessment team, who try to establish whether the complaint has already been responded to via the council's own procedures and whether that internal complaint process has reached a conclusion.

The Ombudsman will expect a prompt response to any assessment stage enquiries, usually within 5 working days.

At this stage, the ombudsman would also consider the following:

- Is the issue something that the law allows them to look into?
- Is there good reason for the Ombudsman to formally investigate the complaint?

Below are the outcomes which can occur at the assessment stage, which will be shared with both the complainant and the council:

- **Invalid or incomplete** – Ombudsman was not given enough information to consider the issue.
- **Advice given** – Ombudsman provided the complainant with early advice or explained where to go for the right help.
- **Referred back for local resolution** – the complaint has been brought to the Ombudsman prematurely before the council was given the chance to consider it first.
- **Closed after initial enquiries** – Ombudsman assessed the complaint but decided against completing a full investigation. This might be because the law says they are not allowed to investigate it, or because it would not be an effective use of public funds for them to investigate.

### 1.1(ii) Detailed Investigation

If, following its assessment stage, the Ombudsman decides to move on to a full investigation of the complaint, then the council will be sent detailed enquiries relating to the case and is expected to respond to those enquiries within a set timescale, usually within 28 calendar days.

The Ombudsman may ask for specific documents, comments from relevant council officers or members, or answers to specific questions on the matter.

Based on the findings of the investigation, the Ombudsman will then issue a draft decision which the council and the complainant are invited to comment on. Feedback is requested within a set timeframe, usually within 10 working days.

The Ombudsman will then issue a revised final decision letter to the council and the complainant with two potential outcomes:

**Upheld** – The Ombudsman found evidence of fault, or found that the council accepted fault early on.

**Not upheld** - a detailed investigation was carried out but did not find evidence of fault on the part of the council.

The Ombudsman makes a decision on whether the organisation was at fault by:

- Investigating what happened, and what should have happened, according to the laws and policies in place at the time.
- Making recommendations to put things right if necessary.

When the Ombudsman has ‘upheld’ a complaint they will include recommended actions that the council should take within the final decision letter along with set timescales to complete the actions – usually between 1 and 3 months.

Some possible remedies that can be suggested are:

- An apology to the complainant.
- Financial payments – for time and trouble, or to reflect the impact of council service failure.
- Review of policies and procedures.
- Staff training.

The Ombudsman's decisions are published on their website 3 months after a case is closed and all recommended actions have been carried out; these decision notices will identify the council concerned, but otherwise are written to maintain the confidentiality of the complainant and other parties whose actions are described in the notice.

The LGSCO may, on rare occasions, issue a formal report of maladministration. There are six criteria to assist in deciding when to issue a report, including where there are recurrent faults, where there has been 'significant fault, injustice or remedy' by scale or the number of people affected, non-compliance with an LGSCO recommendation, a high volume of complaints about one subject or 'a significant topical issue', or in case of 'systemic problems and/or wider lessons'. In cases where a formal report is issued, it must be considered by the Council, as set out in the Council's constitution.

Further details on how the LGSCO works can be found in the *Manual for Councils* issued to assist particularly in respect of the day to day working relationship between Ombudsman staff and each council's designated 'link officer'. This manual is available on the Ombudsman's website via the link [www.LGSCO.org.uk/link-officers](http://www.LGSCO.org.uk/link-officers).

## **1.2 National and Local Context 2021/22**

### **1.2.1 National Context:**

The Ombudsman highlighted the following key points nationally for 2021/22 in its Annual Review of Local Government Complaints, which pulls together the national picture of trends and common issues that arise from LGSCO complaints:

- Following disruption to LGSCO casework during 2020 and the first part of 2021, the volume of work returned to pre-pandemic levels.
- 15,826 complaints and enquiries were received, up from 11,830 in 2020/21.
- 16,395 complaints were determined, up from 11,794 in 20/21.
- 66% of investigated complaints were upheld (67% in 20/21).
- Complaints about Education and Children's Services have the highest uphold rate (77%).
- More service improvements than ever before are being recommended in final decision letters, with 1,848 recommendations focused on policies, procedures and staff training
- 43 Public Interest reports on local authorities were issued, three quarters of which were about Education and Children's Services and Adult Care Services.
- Compliance with the Ombudsman's recommendations in final decisions was at 99.7%.

- i. The pandemic highlighted concerns about the capacity of complaints teams to deliver a responsive, high-quality service and with this in mind, the Ombudsman is currently working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. The aim of this is to offer a clear framework for authorities to work within and measure themselves against good complaint handling.

The LGSCO Annual Review of Local Government Complaints is available to download from: <https://www.lgo.org.uk/information-centre/news/2022/jul/ombudsman-annual-review-of-complaints-the-power-to-change>

#### 1.2.2. Local Context:

- a. Walsall Council experienced a rise in the number of complaints received and determined during the year, which reflects the trend across other authorities and nationally against the background of the post-pandemic increase in activity.
- b. The re-commencement of casework by the LGSCO resulted in increased caseload work for the Assurance Team where the LGSCO link officer is based.
- c. Walsall's performance against the key indicators used by the Ombudsman in their Annual Report is very positive comparatively nationally and regionally (see details below in Section 1.4).
- d. Internally within Walsall Council, a new corporate Customer Relationship Management system is being introduced which will be used to record and process all complaints received by the council. Having one dedicated customer relationship system will improve the efficiency of internal processes for managing LGSCO enquiries as all relevant information will be held in one system.

### **1.3 Detail of Complaints received and determined in 2021/22**

The annual letter includes statistics relating to:

- Complaints received in 2021/22 by the LGSCO.
- Decisions made by the LGSCO.
- The council's compliance with recommendations made by the Ombudsman during the year (2021/22).

The Annual Review Letter is attached and headline figures appended to the letter are available on the Ombudsman's website ([www.LGSCO@org.uk/informationcentre](http://www.LGSCO@org.uk/informationcentre)) along with equivalent performance figures for previous years, and for all other local councils and public bodies subject to LGSCO enquiries.

The Ombudsman also produces an interactive map which shows the performance details for all councils <https://www.lgo.org.uk/your-councils-performance>

### Headlines from this year's annual letter:

- Overall, the Ombudsman received 41 complaints relating to Walsall Council, up 2 on 2020/21, but still much fewer than in 2019/20 (65), the year before the pandemic.
- Where detailed investigations were undertaken the proportion of complaints upheld has increased slightly.
- In 2021/22 67% of complaints that were fully investigated were upheld (6 out of 9) compared to 64% (9 out of 14) in 2020/21.
- The Ombudsman recorded 100% satisfaction with the council's compliance in the cases where they recommended a remedy (based on 8 compliance outcomes), though, as highlighted below, one action was delivered slightly outside of Ombudsman timescales.

Where the Ombudsman receives a complaint and it is immediately clear that the complaint has not been made to the council first, the Ombudsman will advise the complainant that they should make their complaint locally first. In those cases where the complaint is closed at the initial check stage, the Ombudsman will not inform the council of the action they have taken, however, those complaints **will** be included in the Ombudsman's statistics.

### Complaints received during 2021/22

The Committee will note that there were 41 complaints *received by* the LGSCO relating to Walsall Council in 2021/22 (39 complaints in 2020/21). These were categorised as follows:

Category	Number of LGSCO cases <b>2021/22 (2020/21)</b>
Adult Care Services	<b>6 (11)</b>
Benefits & Tax	<b>8 (1)</b>
Corporate and Other Services	<b>1 (1)</b>
Education and Children's Services	<b>12 (15)</b>
Environment Services	<b>2 (2)</b>
Highways & Transport	<b>2 (1)</b>
Housing	<b>2 (1)</b>
Planning and Development	<b>7 (6)</b>
Other	<b>1 (1)</b>
<b>Total</b>	<b>41 (39)</b>

Members should note that the categories used here by the Ombudsman may not match exactly how the council allocates different functions to service areas or directorates.

### Complaints determined during 2021/22

During 2020/21 the Ombudsman determined 44 complaints (61 in 2019/20) relating to Walsall Council. These were categorised as follows:

<b>Category (Determinations)</b>	<b>2021/22 (2020/21)</b>
Advice given	1(0)
Incomplete or Invalid	4(4)
Referred back for Local Resolution	15 (14)
Closed After Initial Enquiries	17(12)
Detailed Investigations - Not Upheld	3 (5)
Detailed Investigations - Upheld	6(9)
<b>Total Determinations</b>	<b>46 (44)</b>
<b>Detailed Investigations – Uphold Rate</b>	<b>67% (64%)</b>

The totals shown in the two tables above do not match as there will be some cases received in one year which are determined in the following year.

### **Detail on those Complaints which were determined as ‘Upheld’.**

The 6 complaints that were categorised as ‘Upheld’ related to adult care services (1), education and children’s services (3) and Planning Services (2).

For information, the specific council service area has been included in brackets.

Summary details relating to the 6 complaints which were categorised as ‘Upheld’ are set out below. The full decision notices are available on the Ombudsman’s website. All notices are written in a way which protects the confidentiality of individuals concerned.

### **Complaint [19 015 983](#), decided on 29 April 2021 Education & Children’s Services (Early Help)**

Complaint: Parents complained that the Council failed to provide support when their daughter could not attend school due to anxiety and failed to provide education while she was out of school.

Summary of findings: The Council was at fault as it had an unbalanced focus on Mrs X, its early help team delayed contacting her, delayed in carrying out a needs assessment for Y’s EHC (Education, Health and Care) plan, failed to ensure the provision in Y’s EHC plan was delivered, failed to carry out an interim review of the EHC plan and failed to provide education to Y for 18 months. This meant Y missed the opportunity to gradually increase her tolerance to education which will have disadvantaged her. The faults also caused distress and avoidable time and trouble to Mr and Mrs X.

#### **Remedies:**

- a. A written apology for the faults identified.
- b. A payment of £5,400 to Y to acknowledge that she did not receive education and missed the opportunity to increase her tolerance for learning for a period of 18 months and a payment of £1,000 to Mr and Mrs X to acknowledge the distress, frustration and avoidable time and trouble caused to them.

- c. Place a note on the Council's records to state it had an unbalanced focus on Mrs X.
- d. Review EHC plan procedures to ensure the Council meets responsibilities under the statutory guidance 'ensuring a good education for children who cannot attend school because of health needs'.

**Complaint [20 001 925](#) , decided on 26 October 2021 Category: Planning & Development (Planning Team)**

Complaint: Mr D complained about the way the Council decided an application to fell a protected tree on a site as it failed to require a bat survey and didn't ensure the applicant complied with the conditions of consent.

Summary of findings: There was fault by the Council in delaying contact with the neighbour for a survey, but this caused no injustice. It failed to provide the evidence it considered when deciding the neighbour complied with consent conditions and missed its timescale for dealing with complaints.

Remedies:

- a. Written apology to Mr D for the faults identified above.
- b. Ensure officers are reminded of the need to have evidence justifying their decisions of compliance with conditions.
- c. Establish why the delays with the complaints procedure happened and take steps to ensure they are not repeated in the future.

**Complaint [20 004 940](#) decided 23 November 2021 Adult Care Services (Finance)**

Complaint: Ms B complained that Council said there would be no charge when Mr X, her father, went into a nursing home but after 15 months they received notification there was a charge. Ms B complained about how the Council then responded to their complaints and questions. The delay adversely affected Mr X's wife's financial position and the benefits she could claim.

Summary of findings: There was fault by the Council with regard to the complaint issues set out above that caused injustice.

Remedies:

- a. Payment of £500 to Ms B £500 in recognition of the injustice caused to her and the family.
- b. Provide information to say what it has done to address the causes of the delay in carrying out the financial assessment.

**Complaint [20 005 120](#) decided on 12 October 2021. Planning & Development (Planning).**

Complaint: Mr B complained that there were failings in the way the Council granted planning permission to his mother, Mrs X's, neighbour to erect an extension; that the Council's Planning Committee was influenced by the applicant being a Councillor and fellow member of the Planning Committee; and that the Council failed to deal with his Code of Conduct complaint against the Chair of the Planning Committee and with Mrs X's enforcement complaint.

Summary of findings: The Council's Planning Committee failed to properly explain its reasons for granting planning permission to Mrs X's neighbour for the extension and to properly deal with her enforcement complaint.

**Remedies:**

- a. Apologise for the failings identified in this case and make a payment of £500 to recognise distress and the time and trouble in pursuing the complaint.
- b. Provide training to members of its planning committee on probity in planning and how to properly explain its decisions:
  - Develop a process for monitoring outstanding enforcement complaints to ensure that, wherever possible, investigations are completed within the target timeframes.
  - Complete its enforcement investigation and write to Mr B and the Ombudsman with the outcome of its investigation

**Complaint [20 005 381](#) decided 8 April 2021 Education & Children's Services (Corporate Parenting)**

Complaint: Mrs X complained the Council inappropriately placed children with complex needs into her and her husband's foster care without providing the appropriate support or financial payment.

Summary of findings: The Council was not at fault in how it matched children to Mr and Mrs X's care. However, there was fault for delays in holding and finalising their fostering review which delayed their opportunity to apply to be level four carers.

**Remedies:**

- a. Pay Mr and Mrs X a further payment of three months - in addition to the financial remedy already offered by the Council - at the advanced carer rate.
- b. Confirm what steps it has taken to ensure Fostering Reviews are finalised within a timely manner.

**Complaint [20 008 750](#) decided 27 September 2021 Education & Children's Services (SEND service)**



Complaint: Mr B complained that the Council failed to ensure his son, K, received the speech and language therapy set out in his EHCP, resulting in K not achieving the communication skills he needs to help him cope more effectively with his disability.

Summary of findings: The Council failed to ensure K, received the Speech and Language Therapy provision set out in his plan and Mr B was put to avoidable time and trouble pursuing his complaint.

Remedies:

- a. Apology to Mr B for the failings identified in this case.
- b. A payment of £1800 to Mr B for its failure to provide Speech and Language Therapy for 12 months. The money should be spent on something which will benefit his son's education.
- c. A payment of £250 to Mr B to recognise his distress and the time and trouble.
- d. Develop a procedure to ensure that where it appears a child or young person is not receiving the provision set out in their EHC plan, robust action is taken without delay.
- e. Reminds relevant staff of the importance of responding to parent's concerns in a timely manner.

### Compliance with remedies

Since 2017/18 the Annual Review Letter has included details of complaints where the Ombudsman, in making a decision, has also set out a remedy. The Ombudsman monitors whether councils have fulfilled the terms of such remedies and the present Annual Review Letters now includes a table indicating where a council has complied with remedies within the Ombudsman's set timescale, is late complying, or where a council has not complied with the remedy.

In Walsall's case, there were eight complaints where a remedy was set out for the council to carry out during 2021/22. The Annual Letter indicates that in **all cases**, the Ombudsman was satisfied that the council had implemented their recommendations. However in one case, one element of the proposed remedies was not achieved within the Ombudsman's set timescale.

The late compliance was in relation to an Adult Social Care complaint received in 2020/21, but closed in 2021/22. The remedial action was: *'The Council should review its leaflet on paying to live in a care home and other information given to service users about care home charges to ensure they are fully aware they will be charged a client contribution even if their capital is less than £14,250.'* The action was completed but outside the 3 month deadline required by the Ombudsman.

### 1.4 Comparative figures and statistics

Data provided by the Ombudsman as part of its Annual Report enables comparison to be made between Walsall and national outturns and with other local authorities. Committee members will note that comparative figures relating to neighbouring West Midlands authorities are attached (**Appendix 2**).

Walsall can be seen to perform well compared with both national and regional outturns. Some of the headline comparisons for Walsall in 2021/22 taken from the LGSCO data are:

#### National:

- 66% of complaints upheld nationally compared with 67% for Walsall. [68% for all similar authorities – Metropolitan Borough Councils].
- In 11% of upheld cases, councils had already offered a suitable remedy before the complaint was made to the Ombudsman; this didn't apply to any of Walsall's upheld cases, although in one case a suitable form of remedy had been offered in advance, but the monetary amount was increased by the LGO (see case reference 20005381 above).
- Compliance with recommendations remains high at 99.7% nationally (100% for Walsall).

#### West Midlands:

- Walsall received fewer complaints and enquiries in 2021/22 than all West Midland authorities in Appendix 2, with the exception of Wolverhampton.
- The percentage of complaints investigated and upheld by the Ombudsman was equal to or lower for Walsall than all West Midland authorities with the exception of Wolverhampton.

### Good Practice

Committee is asked to note that the Ombudsman also has an important role in identifying, from the complaints that it receives from citizens and service users across the country and from its interaction with councils, particular issues and areas of concern which it shares with councils generally via bulletins, news releases and in particular specific focus reports.

In 2021/22, the LGSCO issued the following focus reports:

- Unprecedented Pressure - learning from complaints about council and care provider actions during the pandemic.
- Help – learning to improve council services for domestic abuse victims.
- Equal Access – getting it right for people with disabilities.
- Section 117 aftercare – guidance for practitioners.

These, and other focus reports published in previous years and in the current year, are available for downloading on the LGSCO's website <https://www.LGSCO.org.uk/information-centre/reports>

In addition, the LGSCO produces and circulates via email a newsletter *Ombudsman Link*, a *Care Provider Bulletin* for private care providers, and circulates each week, again via email, a list of decisions published that week in five service areas: benefits and taxation, adult social care, children and education, housing and planning. This offers a rich resource of information from which to learn best practice from complaints.

## **2.0 Resource and legal considerations:**

There are no specific financial implications arising from this report. In some cases, the local settlement of particular complaints may include a financial element, for the complainant's 'time and trouble' in pursuing the matter, and in appropriate cases the payment of sums reflecting the impact of the council's failings on the complainant. Details of any financial redress incurred is provided alongside the summary of upheld complaints in **Section 1.3** above.

The Ombudsman service operates in accordance with provisions in the Local Government Act 1974, as amended by subsequent legislation. As noted above, the LGSCO has issued a new manual for councils setting out operational matters relating to its procedures available on its website.

## **3.0 Performance and Risk Management issues:**

The Ombudsman's annual letter and annual report provides details relating to the number of complaints received, and the outcome of complaints. See [www.LGSCO.org.uk/information-centre](http://www.LGSCO.org.uk/information-centre)

The Annual Letter no longer provides figures for the average time taken to provide a response to the Ombudsman's enquiries. The council's LGSCO link officer works with services to ensure that responses to Ombudsman enquiries are quality assured and made within expected timescales.

## **4.0 Equality Implications:**

Details relating to the Ombudsman service are available on the council website and in the council's own complaints leaflets. The Ombudsman no longer produces its own complaint leaflets; details are set out on its website: it encourages complainants or others seeking advice on a possible complaint to contact the service by phone or via the Ombudsman's website.

## **5.0 Consultation:**

There is no requirement to consult on this report.

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# Local Government & Social Care OMBUDSMAN

20 July 2022

*By email*

Dr Paterson  
Chief Executive  
Walsall Metropolitan Borough Council

Dear Dr Paterson

## **Annual Review letter 2022**

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

### **Complaint statistics**

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

**Complaints upheld** - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

**Compliance with recommendations** - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

**Satisfactory remedy provided by the authority** - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

### **Supporting complaint and service improvement**

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

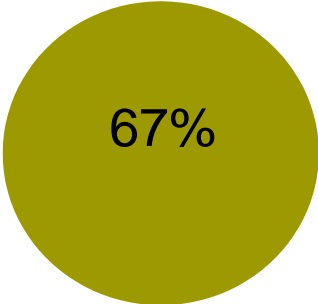
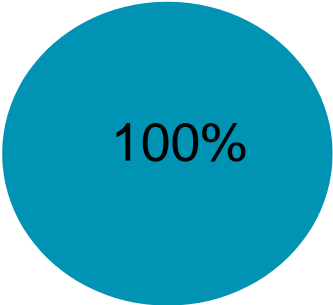
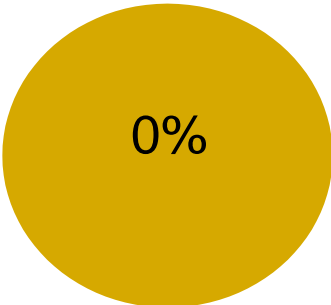
I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

Yours sincerely,



Michael King  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England

Complaints upheld		
	<p><b>67%</b> of complaints we investigated were upheld.</p> <p>This compares to an average of <b>68%</b> in similar organisations.</p>	<p><b>6</b> upheld decisions</p> <p>Statistics are based on a total of <b>9</b> investigations for the period between 1 April 2021 to 31 March 2022</p>
Compliance with Ombudsman recommendations		
	<p>In <b>100%</b> of cases we were satisfied the organisation had successfully implemented our recommendations.</p> <p>This compares to an average of <b>100%</b> in similar organisations.</p>	<p>Statistics are based on a total of <b>8</b> compliance outcomes for the period between 1 April 2021 to 31 March 2022</p>
<ul style="list-style-type: none"> <li>Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.</li> </ul>		
Satisfactory remedy provided by the organisation		
	<p>In <b>0%</b> of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of <b>11%</b> in similar organisations.</p>	<p><b>0</b> satisfactory remedy decisions</p> <p>Statistics are based on a total of <b>6</b> upheld decisions for the period between 1 April 2021 to 31 March 2022</p>

## Appendix 2

<b>West Midlands Metropolitan Councils – complaints and enquiries received by the LGSCO 2021/22 - (2020/21 shown in brackets)</b>										
	Adult Care Services	Benefits and tax	Corporate and other services	Education and Children's Services	Environment Services, Public Protection and Regulation	Highways and Transportation	Housing	Planning and Development	Other	Total
Birmingham	40 (40)	40 (44)	11(8)	69(60)	86 (69)	57(22)	124(102)	22(15)	14(2)	463 (362)
Coventry	1 (17)	5 (3)	5(3)	22(17)	22 (6)	8(6)	9(7)	7(5)	4(0)	93(54)
Dudley	14 (14)	4 (1)	9(3)	13(13)	16(7)	1(5)	21(9)	7(5)	2(1)	87(58)
Sandwell	14 (10)	16 (24)	6(2)	13(12)	9(9)	4(2)	16(13)	7(3)	3(3)	92(78)
Solihull	7 (5)	3 (3)	3(4)	17(14)	4(7)	2(2)	4(4)	12(9)	0(0)	52(48)
<b>WALSALL</b>	<b>6 (11)</b>	<b>8 (1)</b>	<b>1(1)</b>	<b>12(15)</b>	<b>2(2)</b>	<b>2(1)</b>	<b>2(1)</b>	<b>7(6)</b>	<b>1(1)</b>	<b>41(39)</b>
Wolverhampton	3 (7)	2 (3)	2(3)	8(9)	5(8)	2(1)	9(4)	4(5)	1(0)	36(40)

<b>West Midlands Metropolitan Districts - complaints determined by the Ombudsman 2021/22 - (2020/21 shown in brackets)</b>								
	Invalid or complete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not Upheld	Upheld	Upheld rate	Total
Birmingham	25 (21)	39(27)	124(123)	145(90)	28(23)	100(107)	78 %( 82%)	461(391)
Coventry	2(3)	3(2)	29(31)	39(17)	4(3)	10(10)	71 %( 77%)	(87)66
Dudley	6(1)	9(4)	23(19)	27(15)	7(7)	14(17)	67 %( 71%)	(86)63
Sandwell	5(10)	4(6)	29(22)	29(24)	10(3)	20(13)	67 %( 81%)	(92)78
Solihull	1(1)	4(2)	22(16)	22(14)	4(2)	11(8)	73 %( 80%)	(64)43
<b>WALSALL</b>	<b>4(4)</b>	<b>1(0)</b>	<b>17(14)</b>	<b>17(12)</b>	<b>3(5)</b>	<b>6(9)</b>	<b>67 %( 64%)</b>	<b>48(44)</b>
Wolverhampton	0 (3)	4(2)	8(14)	16(11)	5(5)	8(6)	62 %( 55%)	(41)41

<https://www.LGSCO.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews>