

Standards Committee

26 October 2020

Local Government & Social Care Ombudsman – Annual Review 2019/20

Summary of report:

The report seeks to provide Members of the Committee with details relating to the role of the Local Government & Social Care Ombudsman, provide information on the number and range of complaints referred by the Ombudsman to the Council during the financial year 2019/20, and to submit for Committee's consideration the Ombudsman's annual letter for 2019/20 (**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 about the range of local authority functions and services including commissioned services such as registered adult social care providers in relation to care funded and arranged privately.

Procedure

As noted in previous reports to this Committee, the LGSCO has sought to streamline its procedures to focus its resources on those complaints where it believes they can make a difference and where it is clear that the complaint has already exhausted local complaints procedures.

Complaints received by the LGSCO are considered initially by an assessment team, who undertake checks to ensure that the complaint has been considered to a conclusion at a local level. Where complaints have not previously been submitted locally, complainants are usually advised to pursue the matter through the council's procedures first: in those circumstances the LGSCO generally will not forward details to the Council. In cases where it may not be clear whether a matter has already been considered by the council, the LGSCO will seek information from the Council in order to assess whether the Ombudsman should investigate the complaint at that stage. The Ombudsman will expect a response to these assessment stage enquiries very promptly, normally within between 3 and 5 working days.

Other complaints may be turned away by the LGSCO because they fall outside of the remit of the Ombudsman, or because the complainant may have other, more appropriate

remedies (e.g. a tribunal, or formal appeal procedure); or because the complaint may have been submitted too late to be considered (normally over 12 months after the incident or issue in question arose – though the LGSCO has discretion to investigate, if there are reasonable grounds).

In some cases, the Ombudsman will be able to reach a decision on a complaint based on information provided by the complainant, and from information available on the Council's website including, for example, the CMIS system for committee business or the planning portal. Likewise, the Ombudsman may use information provided by the Council at the assessment stage to enable it to reach a decision on a complaint, without the need to make further detailed enquiries of the Council.

In a number of cases, though, where the LGSCO decides that it is appropriate to investigate a complaint, councils will be sent detailed enquiries and are expected to respond to those enquiries within a set timescale, normally 28 calendar days. The Ombudsman may ask for specific documents, and may require the Council to respond in detail to the complaint, and to the investigator's specific questions on the matter.

Where required, the Council must give the Ombudsman access to files and other information relevant to the complaint, and to officers and Members, including ex-employees, former contractors etc. who have had an involvement in the matter. In most cases, the LGSCO will conclude their investigations or enquiries with a decision notice which is sent to the complainant and the Council. Following that (in most cases) decisions are added three months later to the Ombudsman's website; these decision notices will identify the Council concerned, but otherwise are written so as to ensure that the confidentiality of the complainant and other parties whose actions are described in the notice is ensured. Therefore key details concerning the complaint, for example an address or planning application reference are omitted.

The LGSCO may on occasion issue a formal report of maladministration. In recent years the LGSCO has issued fewer such reports than in the past, and in June 2018 set out a set of six criteria to assist in deciding when to issue a report, including where there are recurrent faults, where there has been 'significant fault, in justice 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.lgo.org.uk/link-officers.

The Ombudsman's management of complaints during Covid-19 has resulted in complaints being delayed in their assessment and investigation. The LGSCO ceased taking new complaints on 30 March 2020 and only re-engaged with local authorities on 29 June 2020. This was in recognition of the coronavirus impact on ombudsman and council services. Ongoing timescales for dealing with complaints have adjusted to allow council services more time to respond. The impact of this during 2019/20 will have been limited but is likely to feature in the 2020/21 annual review (reflecting the gap in complaints being taken March to June 2020).

Statistics

The annual letter includes statistics relating to:

- complaints received 2019/20 by the LGSCO,
- decisions made by the LGSCO,
- the Council's compliance with recommendations made by the Ombudsman during the year (2019/20). This is a more recent feature, only included since 2018/19.

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

Headlines from this year's annual letter;

- Overall, the Ombudsman received 65 complaints regarding Walsall Council; 13 more than last year (52).
- Where detailed investigations were undertaken the proportion of complaints upheld has increased. Twelve this year compared to 6 last year, though the upheld rate of 67% remains in line with similar authorities (average of 67%). It should be noted that 18 investigations were concluded this year compared to 11 last year.
- The Ombudsman recorded satisfaction with the Council's compliance in the cases where they recommended a remedy, though, as highlighted two actions were delivered slightly outside of Ombudsman timescales.

As noted above, where the Ombudsman receives a complaint and it is 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, the Ombudsman will not inform the Council of the complaint; however, those complaints will be included in the Ombudsman's statistics. In such cases, the Council has no knowledge of the subject matter of the complaint raised with the Ombudsman beyond the broad subject category e.g. Housing, Highways & Transport. It is likely that many of these complaints will have been received locally, and dealt with via the Council's own complaints procedures, as a result of guidance and advice provided by the Ombudsman to complainants.

Complaints received during 2019/20

The Committee will note that there were 65 complaints *received* by the LGSCO relating to Walsall Council in 2019/20 (52 complaints in 2018/19). These were categorised as follows:

Category	Number of LGSCO cases 2019/20 (2018/19)
Adult Care Services	13 (7)
Benefits & Tax	9 (7)
Corporate and Other Services	2 (2)
Education and Children's Services	21 (13)

Environment Services	4 (10)
Highways & Transport	5 (3)
Housing	4 (0)
Planning and Development	6 (10)
Other	1 (0)
Total	65 (52)

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 2019/20

During 2019/20 the Ombudsman decided or determined 61 (47 in 2018/19) complaints relating to Walsall Council. These were categorised as follows:

Category (Determinations)	2019/20 (2018/19)
Incomplete or Invalid	4 (4)
Advice Given	(0)
Referred back for Local Resolution	19 (14)
Closed After Initial Enquiries	20 (18)
Detailed Investigations – Not Upheld	6 (5)
Detailed Investigations - Upheld	12 (6)
Detailed Investigations – Uphold Rate	67% (55%)
Total Determinations	61 (47)

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

Complaints which were determined as ‘Upheld’

For 2019/20 67% of complaints were upheld (12 of 18 detailed investigations), this compares to an average of 67% in similar authorities. This rate is higher than in 2018/19, when 6 of 11 detailed investigations were upheld.

The twelve complaints categorised as ‘Upheld’ related to adult care services (6), education and children’s services (5), planning and development (1).

Summary details relating to the twelve 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 [18 001 679](#), decided on 8 July 2019 (Education and Children’s Services)

Complaint: About the actions of social workers in a child protection case and the handling of a complaint about this.

Summary: There is fault by the Council in relation to the delay in responding to the complaint and the Council should apologise for this. The Ombudsman did not consider

there is fault in relation to the complaint that the Council discriminated against the complainant on the grounds of mental ill health.

Remedy: An apology for delay in handling the complaint and ensuring that complaints are not considered at later stages of the complaints process by the same officer who considered them at an early stage.

Complaint [19 000 744](#), decided on 12 August 2019 (Category: Education and Children's Services)

Complaint: About failure, when requested, to write complainant a letter to acknowledge he was safeguarding his children by not returning them to their mother, even though this breached a court order. Failure to send meeting minutes or notes and to deal with complaints appropriately.

Summary: Recognising the Council appropriately dealt with safeguarding concerns, the Ombudsman found fault with the Council not providing the complainant, when asked, with a letter acknowledging that the children were being safeguarded when not returned to their mother, delays in providing Children In Need minutes causing the complainant time and trouble for having to chase resolution of these issues.

Remedy: Apology and financial redress of £200 for distress, time and trouble. Issuing of meeting minutes to both parents where necessary. Complaints training.

Complaint [18 015 812](#) decided 13 September 2019 (Adult Care Services)

Complaint: About the care received during two weeks spent in nursing home; arranged by the Council. Issues regarding a move during Christmas considered inappropriate.

Summary: Whilst the Ombudsman saw no evidence of some of the complaints issues having been raised with the social worker in order to address concerns however, and given the Council's responsibility for a commissioned service, they did find fault with the care received at the nursing home i.e. record keeping, provision of equipment.

Remedy: The Council agreed to waive care charge to value of £645.02 and to apologise for the distress experienced. To work with the local clinical commissioning group (CCG) to ensure implementation of recommendations regarding the nursing home.

Complaint [18 001 648](#) decided on 27 Sept 2019. (Adult Care Services)

Complaint: Regarding reducing a personal budget without carrying out a proper assessment of users social care needs and without properly involving them in that process. Not agreeing to fund an independent support worker and not facilitating an independent social worker assessment.

Summary: The Council had already offered an apology following local complaint investigation and proposed financial remedy. However this was deemed insufficient and led the complaint being escalated to the Ombudsman. The decision not to fund an

independent social worker was deemed a council decision. But that the decision to reduce personal budget did not follow procedure and the complainant incurred legal costs in pursuing their complaint.

Remedy: Ensuring learning is shared and training in Care Act as necessary. Review of complaints handling and financial remedy including reimbursement of complainant's legal costs to total of £4,411.

Complaint [19 019 693](#) decided 09 October 2019 (Adult Care Services)

Complaint: That the Council failed to properly explain care costs for respite care and not taking account of complainants other expenses when calculating those costs. Resulting in billing for costs that caused worry and distress.

Summary: Whilst the Council provided the complainant with guidance on costs in the leaflet 'Paying to live in a care home' the Ombudsman felt that this explained the costs for permanent residential care and not necessarily the costs of temporary care. There were also delays in confirming financial assessments causing uncertainty.

Remedy: Apology for worry and distress caused, financial remedy recognising distress caused and including reducing invoices at total cost of £1,222.

Complaint [19 001 770](#) decided 02 December 2019 (Adult Care Services)

Complaint: Regarding issuing multiple care and support packages in a short space of time; wrongly calculating care package, issues with direct payments. Taking too long to refer for Continuing Health Care (CHC) assessment. Not regularly reviewing care needs or responding to request for a new assessment.

Summary: The Ombudsman found fault in that the review of care package was not needs-led and did not properly follow statutory process. There was delay in making a CHC assessment and issues with Direct Payments caused the complainant worry and distress.

Remedy: Apology, review of care and support needs, reinstatement and backdating of personal budget, undertake financial assessment, facilitate CHC assessment, undertake learning from this complaint as necessary. Financial redress for distress caused £500.

Complaint [19 000 361](#) decided 18 December 2019 (Education and Children's Services)

Complaint: Regarding complainant son's, that the Council has not properly provided education and has failed to ensure child's Special Education Needs (SEN) were met.

Summary: The Council was at fault because it did not deal with an Education Health and Care Plan (EHCP) annual review properly, delayed transition planning, did not deal properly with a referral to an Educational Psychologist, failed to provide for child's SEN needs and did not follow its complaints procedure, causing the child to miss out on SEN provision and with delayed transition planning. Complainant was unable to

appeal to a tribunal about an EHCP annual review and hence spent longer resolving the complaint.

Remedy: Apology, review of decision making and financial remedy for lost SEN provision and time and trouble in pursuing complaint totalling £4,850.

Complaint [19 002 445](#), decided on 23 January 2020 (Education and Children's Services)

Complaint: Regarding the Council's refusal to remove a document from complainant's son social care records which contains false information. Failure to provide child with special educational needs, with full-time education, to support complainants family with their social care needs and to properly deal with complaints.

Summary: Whilst the Council had appropriately dealt with issues regarding information held on record and had provided social care support to the complainant and their family, on the remaining issues the Ombudsman determined failure to ensure complainants son was provided with suitable full-time education, to provide support in relation to child's special educational needs, took too long to decide not to issue an Education, Health and Care plan and failed to tell complainant how to escalate her complaints which significantly prolonged the complaints process.

Remedy: Apology and financial redress to include reimbursement for independent SEND advocate costs, tutoring fees, missed education totalling £5,159.

Complaint [19 007 505](#), decided on 28 January 2020 (Education and Children's Services)

Complaint: Complaint about the process the Council followed in arranging a school admissions appeal panel and not considering all the evidence causing anxiety and distress.

Summary: Whilst the decision regarding school placements is not a decision for the Ombudsman to determine, the Ombudsman found fault in how the Council recorded the events of the appeal panel hearing and in its late decision to award complainant's child medical priority. Only the latter fault caused injustice, in the form of uncertainty.

Remedy: Undertake a new appeal panel hearing as soon as possible.

Complaint [19 004 703](#), decided on 28 February 2020 (Adult Social Care)

Complaint: About the Council's proposal to reduce service user lunchtime call from 90 minutes to 30 minutes and hence that not all care needs can be met with 30 minutes.

Summary: Recognising that it's not the Ombudsman's role to determine a person's social care needs but to establish whether or not the Council has assessed needs properly and in accordance with the law, they found fault with the decision making process and that not all of the service users' needs were taken account of when the decision was made to reduce the call duration.

Remedy: Apologise and reassess time needed to complete all tasks required at the lunchtime visit.

Complaint [19 003 492](#), decided on 4 March 2020 (Adult Social Care)

Complaint: That Walsall Council, Walsall Healthcare NHS Trust and Pleck Health Centre failed to meet safeguarding duties in respect of complainant's late mother.

Summary: The agencies responded appropriately to safeguarding alerts and made best interest decisions about deceased's care that considered relevant evidence, including the difference of views amongst family members. The Council was at fault for not feeding back the outcome of its safeguarding investigation to the Pleck Health Centre. This did not cause injustice.

Remedy: None direct by the Ombudsman, however, the Practice, Trust and Council have stated that, partly in response to the case, they have improved how they work together to support patients with complex care needs.

Complaint [19 005 922](#), decided on 20 March 2020 (Planning and Development)

Complaint: Complaint about the handling of issues raised regarding commercial storage and scrap metal dealing at a neighbouring property.

Summary: The Ombudsman did not find fault with the Council's decision making regarding activities deemed immune from enforcement, however, they found fault caused by the delay in advising the complainant of the situation because the complainant had his expectations unreasonably raised.

Remedy: Apology and review of procedures to ensure in future there is an early consideration of whether legal advice is needed to decide if an existing enforcement notice can be used and questions of possible immunity when there has been a significant passage of time.

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 include a table indicating where a council has complied with remedies within the Ombudsman's set timescale, or late, 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 2019/20. The Annual Letter indicates that in all cases, the Ombudsman was satisfied that the Council had implemented their recommendations. However in two cases one element of the proposed remedies were not achieved on time.

- Complaint 18 019 693 (Adult care services), involved an apology and financial redress; remedies that were delivered in timescale. Also procedural/policy review which, given the amount of work involved took slightly longer to complete than the Ombudsman's timescale.

- Complaint 19 001 770 (Adult care services), involved an apology and reassessment remedies that were delivered on time. Also financial redress for which there was a slight delay in making a Direct Payment.

Comparative figures

Committee members will note that comparative figures relating to neighbouring authorities are attached (**Appendix 2**). The Ombudsman annually reports on a Review of Local Government Complaints for the year and the 2019/20 report highlights that nationally the Ombudsman;

- Is finding fault more often, 61% this year compared to 58% last year.
- Upholds the highest proportion of complaints about Education and Children's services (72%).
- Councils are putting things right more often. In 13% of upheld cases, councils had already offered a suitable remedy, up from 11% last year.
- Recommended 1,629 service improvements, up 12% on the previous year
- Compliance with recommendations remains high at 99.4%.

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 2019/20, the LGSCO issued the following focus reports;

- Not going to plan? Education, Health and Care plans two years on (Oct 2019).
- Home Truths – how well are councils implementing the Homelessness Reduction Act? (July 2020).
- Focus on Housing Benefits (January 2020).
- Council tax reduction: guidance for practitioners (August 2019).
- Armed Forces Covenant guidance (November 2019).

These, and other focus reports published in previous years and in the current year, are available on the LGSCO's website <https://www.lgo.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 (within **Section 1** 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.lgo.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 Councils 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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Appendix 1

Local Government &
Social Care
OMBUDSMAN

22 July 2020

By email

Dr Paterson
Chief Executive
Walsall Metropolitan Borough Council

Dear Dr Paterson

Annual Review letter 2020

I write to you with our annual summary of statistics on the decisions made by the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2020. Given the exceptional pressures under which local authorities have been working over recent months, I thought carefully about whether it was still appropriate to send you this annual update. However, now, more than ever, I believe that it is essential that the public experience of local services is at the heart of our thinking. So, I hope that this feedback, which provides unique insight into the lived experience of your Council's services, will be useful as you continue to deal with the current situation and plan for the future.

Complaint statistics

This year, we continue to place our focus on the outcomes of complaints and what can be learned from them. We want to provide you with the most insightful information we can and have made several changes over recent years to improve the data we capture and report. We focus our statistics on these three key areas:

Complaints upheld - We uphold complaints when we find some form of fault in an authority's actions, including where the authority accepted fault before we investigated. A focus on how often things go wrong, rather than simple volumes of complaints provides a clearer indicator of performance.

Compliance with recommendations - We recommend ways for authorities to put things right when faults have caused injustice. Our recommendations try to put people back in the position they were before the fault and we monitor authorities to ensure they comply with our recommendations. Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedies provided by the authority - We want to encourage the early resolution of complaints and to credit authorities that have a positive and open approach to resolving complaints. We recognise cases where an authority has taken steps to put things

right before the complaint came to us. The authority upheld the complaint and we agreed with how it offered to put things right.

Finally, we compare the three key annual statistics for your authority with similar types of authorities to work out an average level of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

This data will be uploaded to our interactive map, [your council's performance](#), along with a copy of this letter on 29 July 2020, and our Review of Local Government Complaints. For further information on how to interpret our statistics, please visit our [website](#).

It is pleasing that we recorded our satisfaction with your Council's compliance in the cases where we recommended a remedy. However, it is disappointing that in two cases, remedies were not completed within the agreed timescales. While I acknowledge the pressures councils are under, such delays can add to the injustice already suffered by complainants. Additionally, the actions you agree to take, and your performance in implementing them, are reported publicly on our website, so are likely to generate increased public and media scrutiny in future. I invite the Council to consider how it might make improvements to reduce delays in the remedy process and to ensure it tells us promptly when it completes a remedy.

Resources to help you get it right

There are a range of resources available that can support you to place the learning from complaints, about your authority and others, at the heart of your system of corporate governance. [Your council's performance](#) launched last year and puts our data and information about councils in one place. Again, the emphasis is on learning, not numbers. You can find the decisions we have made, public reports we have issued, and the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

I would encourage you to share the tool with colleagues and elected members; the information can provide valuable insights into service areas, early warning signs of problems and is a key source of information for governance, audit, risk and scrutiny functions.

Earlier this year, we held our link officer seminars in London, Bristol, Leeds and Birmingham. Attended by 178 delegates from 143 local authorities, we focused on maximising the impact of complaints, making sure the right person is involved with complaints at the right time, and how to overcome common challenges.

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. During the year, we delivered 118 courses, training more than 1,400 people. This is 47 more courses than we

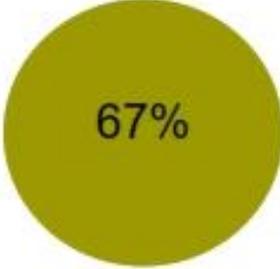
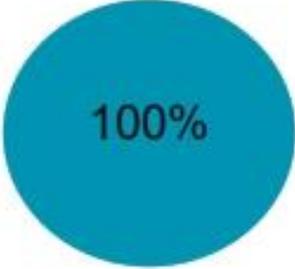
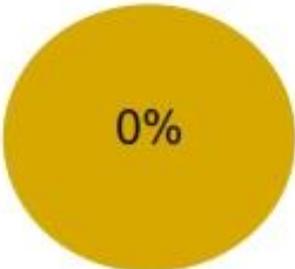
delivered last year and included more training to adult social care providers than ever before.
To find out more visit www.lgo.org.uk/training.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M King', with a horizontal line underneath.

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

Walsall Metropolitan Borough Council
For the period ending: 31/03/20

Complaints upheld		
 <p>67%</p>	<p>67% of complaints we investigated were upheld.</p> <p>This compares to an average of 67% in similar authorities.</p>	<p>12 upheld decisions</p> <p>Statistics are based on a total of 18 detailed investigations for the period between 1 April 2019 to 31 March 2020</p>
Compliance with Ombudsman recommendations		
 <p>100%</p>	<p>In 100% of cases we were satisfied the authority had successfully implemented our recommendations.</p> <p>This compares to an average of 100% in similar authorities.</p>	<p>Statistics are based on a total of 8 compliance outcomes for the period between 1 April 2019 to 31 March 2020</p>
<ul style="list-style-type: none"> • Failure to comply with our recommendations is rare. An authority with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning. 		
Satisfactory remedies provided by the authority		
 <p>0%</p>	<p>In 0% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of 11% in similar authorities.</p>	<p>0 satisfactory remedy decisions</p> <p>Statistics are based on a total of 18 detailed investigations for the period between 1 April 2019 to 31 March 2020</p>

Appendix 2

West Midlands Metropolitan Councils – complaints and enquiries received by the LGSCO (2019/20) (2018/19 shown in brackets)										
	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 (54)	81 (75)	23(15)	78 (72)	179 (137)	39 (23)	83 (83)	22 (17)	16 (8)	561 (484)
Coventry	14 (13)	11 (15)	6 (6)	25 (24)	25 (12)	21 (15)	6 (5)	5 (9)	4 (1)	117 (100)
Dudley	18 (19)	8 (4)	3 (4)	27 (17)	5 (15)	8 (2)	12 (14)	3 (5)	3 (0)	87 (80)
Sandwell	24 (15)	30 (25)	5 (6)	18 (23)	10 (9)	7 (12)	16 (21)	3 (1)	2 (3)	115 (115)
Solihull	9 (4)	2 (3)	0 (0)	13 (11)	4 (8)	1 (6)	6 (3)	11 (10)	0 (1)	46 (46)
WALSALL	13 (7)	9 (7)	2 (2)	21 (13)	4 (10)	5 (3)	4 (0)	6 (10)	1 (0)	65 (52)
Wolverhampton	6 (17)	10 (8)	2 (2)	20 (17)	11 (8)	2 (9)	8 (9)	1 (1)	1 (0)	61 (71)

West Midlands Metropolitan Districts - complaints determined by the Ombudsman (2019/20) (2018/19 shown in brackets)								
	Invalid or complete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not Upheld	Upheld	Upheld rate	Total
Birmingham	27 (26)	33 (31)	180 (173)	149 (112)	34 (23)	119 (77)	78% (77%)	542 (442)
Coventry	12 (5)	1 (1)	39 (41)	42 (35)	11 (8)	11 (10)	50% (56%)	116 (100)
Dudley	4 (1)	6 (5)	31 (34)	22 (18)	6 (4)	11 (13)	65% (76%)	80 (75)
Sandwell	12 (8)	5 (4)	49 (60)	22 (26)	2 (7)	15 (10)	67% (59%)	105 (115)
Solihull	3 (5)	3 (0)	11 (18)	15 (19)	4 (2)	5 (5)	56% (71%)	41 (49)
WALSALL	4 (4)	0 (0)	19 (14)	20 (18)	6 (5)	12 (6)	67% (55%)	61 (47)
Wolverhampton	4 (4)	2 (4)	23 (19)	21 (24)	5 (10)	7 (9)	58% (47%)	62 (70)

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