

Standards Committee – 30 September 2019

Local Government & Social Care Ombudsman – Annual Review 2018/19

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 2018/19, and to submit for Committee's consideration the Ombudsman's annual letter for 2018/19 which is appended.

Background papers:

None.

Recommendation:

1. To note the content of the report

1.0 Background

The Local Government & Social Care Ombudsman (shortened in this report to LGSCO or the Ombudsman) investigates complaints about the range of local authority functions and services. The Ombudsman can also investigate complaints about registered adult social care providers in relation to care funded and arranged privately.

Procedure

As noted in last year's report to this Committee, the LGSCO has sought to streamline its procedures in order to focus its resources on those complaints where it believes 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 by an assessment team, who undertake checks to ensure that the complaint has been considered to a conclusion at a local level. Where it is clear to the LGSCO that a complaint has not been made locally, the complainant will generally be 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 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, too, 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 website, including for example the council website using, for instance, 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 of 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, and then (in most cases) 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.

Statistics

The letter includes statistics relating to:

- complaints received by the LGSCO relating to this council during the year 2018/19, and also
- decisions made by the LGSCO during the year 2018/19 in relation to complaints about this council
- the council's compliance with recommendations made by the Ombudsman during the year. This is a new development.

Details are attached. The Annual Review Letter and headline figures set out in the four short tables appended to the Letter are available on the Ombudsman's website www.lgo.org.uk along with equivalent performance figures for previous years, and for all other local councils and public bodies subject to the LGSCO.

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, as set out in the present Annual Review Letter. In such cases, the Council has no knowledge of the subject matter of the complaint raised with the Ombudsman beyond the broad 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 2018/19

The Committee will note that there were 52 complaints *received* by the LGSCO relating to Walsall Council in 2018/19 compared to 72 complaints in 2017/18. These were categorised as follows:

Category	Number of LGSCO cases 2018/19 (2017/18)
Adult Care Services	7 (17)
Benefits & Tax	7 (7)
Corporate and Other Services	2 (7)
Education and Children's Services	13 (19)
Environment Services	10 (4)
Highways & Transport	3 (5)
Housing	0 (3)
Planning and Development	10 (10)
Other	0 (0)
Total	52 (72)

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 2018/19

During 2018/19 the Ombudsman decided or determined 47 complaints relating to Walsall Council. These were categorised as follows:

Category (Determinations)	2018/19 (2017/18)
Incomplete or Invalid	4 (5)
Advice Given	0 (1)
Referred back for Local Resolution	14 (38)
Closed After Initial Enquiries	18 (18)
Detailed Investigations – Not Upheld	5 (3)
Detailed Investigations - Upheld	6 (6)
Total Determinations	47 (71)
Detailed Investigations – Uphold Rate	55% (67%)

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

Complaints which were determined as ‘Upheld’

The six complaints categorised as ‘Upheld’ related to adult care services (1), planning & development (1), environmental services (2), and benefits & taxation (2).

Summary details relating to the six complaints which were categorised as ‘Upheld’ are set out below. Most decision notices are available on the Ombudsman’s website www.lgo.org.uk; where this is the case this has been noted. All notices are written in a way which protects the confidentiality of individuals concerned.

Complaint 17 016 712, decided on 10 May 2018. Categorised by LGO as Adult Care Services.

The complainant complained *about the quality of care provided to his late mother in law at a residential care home, and the Council’s failure to address this.*

The Council failed to respond to the complainant’s reports of poor quality care provided to his mother-in-law at a residential care home. It also failed to review her care throughout the period she lived at the care home. This caused avoidable distress to both the complainant and his mother-in-law.

Whilst the Council had acknowledged its failings, the Ombudsman was critical of the council for not offering a remedy.

In recognition of the faults identified above the Council, within one month of the Ombudsman’s final decision, the Council agreed to the remedy proposed by the Ombudsman, namely to:

- provide a full written apology to the complainant;
- waive 50% of the invoice for the outstanding care contributions owed to the Council;

- waive the full amount of the third-party top up fee outstanding to the Care Provider;
- pay the complainant £500 in recognition of the time, inconvenience and distress caused to him by the events, and in making the complaint to the Council, Care Provider and the Ombudsman; and in addition, within three months, to
- explain what steps it is taking to ensure that adequate quality of care is being provided to all residents at the care home;
- explain how many residents are in commissioned places (fully or part funded) and that reviews are being completed in a timely manner;
- explain how the Council will ensure it follows up any safeguarding referral it makes to another authority.
- inform the Care Quality Care Commission of any breaches of the Fundamental Standards by the Care Provider.

The full decision notice is available on the LGO website.

Complaint 17 005 581, decided on 13 June 2018. Categorized by LGO as Planning & Development

The complainant complained *about the Council's actions over a neighbouring planning application.*

The Council had failed to notify him of a second application relating to a site next to his home, which was fault. However the Ombudsman concluded that the Council had remedied that fault appropriately with an apology, as its lack of notification did not cause the complainant significant injustice.

The full decision notice is available on the LGO website.

Complaint 18 010 177, decided on 19 November 2018. Categorized by LGO as Benefits & Tax.

The complainant complained that *the Council wrongly issued a court summons, in 2018, for council tax arrears from 2005.*

The Council sent a court summons in 2018 saying that the complainant owed council tax for 2005/06. The complainant challenged this on the grounds that this was the first time he had been notified of the debt and he was unaware he had not paid the council tax at the appropriate time. In response the Council withdrew the summons and explained it had been issued in error. The Council said it had wrongly returned a payment that the complainant had made which gave the impression that he had not paid the council tax. The Council said it had corrected the error and would send the complainant revised bills.

The Ombudsman noted that the Council had made an error and wrongly issued a summons. However, it has corrected this error by withdrawing the summons, issuing new bills and explaining to the complainant what had happened. The problem has

been resolved and the Ombudsman determined that there was no need to start an investigation.

The full decision notice is available on the LGO website.

Complaint 18 003 400, decided on 20 November 2018. Categorized by LGO as Environmental Services & Public Protection & Regulation.

The complainant complained that *there was unreasonable delay from the Council dealing with his concerns about vermin and other environmental issues from his neighbour. He said this resulted in him living with vermin for 15 months.*

The Council took too long to apply for a warrant to inspect the home of the complainant's neighbour. It was aware of genuine concerns about vermin and could not to gain access to the property but it failed to take legal action until eight months later. This resulted in the complainant being subjected to vermin in his property for longer than he should have been.

The Ombudsman noted that Councils have discretion to decide when to pursue a legal route. Before taking any legal action, it was appropriate for the Council to try and resolve the issue informally first. When the complainant first contacted the Council this is what it attempted to do. However, officers could not access the neighbour's property to complete an inspection. The Ombudsman noted that the Council suspected there was a problem with vermin in October 2017, yet it did not start pursuing legal action until July 2018, indicating that this was fault on the Council's part: the Council should have started to seek legal advice in October 2017, it should have also continued to complete inspections attempts in November and December 2017.

The Ombudsman found that had the Council acted without delay it is likely the complainant's problems with vermin would have been resolved in December 2017; eight months earlier than they were. The Ombudsman also found that the Council had taken too long to respond to his complaint which added to his frustration and time and trouble.

In recognition of the faults identified above the Council, within six weeks of the Ombudsman's final decision, the Council agreed to:

- apologise to the complainant for the time, trouble and distress he had experienced;
- pay the complainant £500 for the time, trouble and distress he had experienced; and
- complete a review of the complaint and identify what went wrong, any learning points and an action plan (with timescales) to help ensure the same mistakes are not repeated, providing details of this to the Ombudsman.

The Ombudsman has confirmed that the remedy was implemented satisfactorily.

The full decision notice is available on the LGO website.

Complaint 18 008 922, decided on 8 February 2019. Categorised by LGO as Environmental Services & Public Protection & Regulation.

The complainant complained on behalf of her brother *that the Council failed to advise him before 2017, that the document he signed several years earlier to have his late father's burial plot grave rights transferred into his name, was invalid; and reject the statutory declaration his mother had signed transferring the rights to his sister in 2017.*

The Ombudsman found fault on the Council's part in respect of the complaint that the Council failed to tell him before 2017 that a transfer form he and his siblings had signed several years earlier for his father's grave rights to pass to him was invalid. The form that he had signed at that time failed to give proper information about who had to sign it.

The Ombudsman concluded that the Council was not at fault for accepting the statutory declaration that his mother had signed transferring the rights to his sister.

In recognition of the fault identified above, the Council agreed to:

- send him a written apology for the failure to provide adequate information on the transfer form; and
- pay him £300 for the distress the fault caused.

The Ombudsman has confirmed that the remedy has been implemented satisfactorily.

The full decision notice is available on the LGO website.

Complaint 18 014 266, decided on 28 March 2019. Categorised by LGO as Benefits & Tax.

The complainant complained that *about the Council's handling of her parents' Council Tax account indicating that the Council had failed to consider the information provided by her parents in calculating their Council Tax liability and it should take responsibility for its error.*

The complainant complained about the Council's handling of her parents' Council Tax account. The complainant provided documentation to show she had written to the Council on her parents' behalf asking for an appeal against its calculation of their Council Tax liability; the Council did not respond to the appeal for over a year, and when it replied, it stated that it had written off part of the liability, and provided a bill for over £3,000 it said was owed on the account. The complainant disputed the Council's calculations saying that her parents had given the Council the correct information many years earlier, in 2003, to allow it to calculate their liability properly.

On receipt of the complaint, the Council considered the information provided by the complainant, and decided to exercise its discretion, where the regulations allowed, and not recover any money owed before March 2013. The Council explained that

the replacement of Council Tax Benefit with the Council Tax Reduction Scheme from April 2013 meant it could not exercise discretion from that date, but indicated that payments made to the account meant that the balance now stood at 81p.

The Ombudsman determined that they would not investigate this complaint, because the Council has provided a suitable remedy, indicating satisfaction with the actions the Council has taken to redress the complaint.

The full decision notice is available on the LGO website.

Compliance with remedies

As noted above, this year for the first time, the Annual Review Letter includes 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 five complaints where a remedy was set out for the Council to carry out where the remedy was achieved during the 12 months from 1 April 2018. The Annual Letter indicates that in each of these cases, the Council has fulfilled the terms of the remedy to the Ombudsman's satisfaction and on time.

Four of these five cases were determined during the year 2018/19 and details relating to the remedy in these cases can be found above.

For the fifth case, the complaint was determined in a previous year, with the remedy being implemented to the Ombudsman's satisfaction so that the complaint was closed by the LGSCO on 3 April 2018. Brief details relating to this case are set out below.

Complaint 16 018 705, decided on 8 December 2017. Categorized by LGO as Adult care services.

The complainant complained about the care provided to a parent, complaining that the Council has refused to change the parent's social worker, even though the complainant and several siblings no longer [had] confidence in the social worker. In addition, the complainant said that the Council has failed to include her in any assessments of the parent it has carried out [in that period], despite the complainant's wish to be involved.

The Ombudsman concluded that there was fault in the way a capacity assessment had been carried out. The council accepted the Ombudsman's findings and agreed the following remedy, namely that the service should, within a set timescale:

- Arrange for an experienced independent social worker (or other professional), to carry out a capacity assessment, to determine if the complainant's parent had capacity to decide where s/he wished to live, the assessment to be

carried out by somebody who speaks the relevant language and not in the presence of any family members.

- If that assessment concluded that the complainant's parent lacked capacity to make this decision, the Council should organise a best interest decision to involve all relevant stakeholders, including family members.
- Share lessons learned with the advocacy service and relevant staff involved in needs and capacity assessments, and consider whether there is a need for refresher training in this area.

The remedy was carried out to the LGO's satisfaction and, as noted above, the case closed on 3 April 2018.

Comparative figures

Committee members will note that comparative figures relating to neighbouring authorities are attached. This table has been prepared using the details that are available, for all councils, on the LGSCO's website www.lgo.org.uk.

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 2018/19, the LGSCO issued the following focus reports and guidance notes:

- *Firm foundations: complaints about council support and advice for special guardians Recording planning decisions: guidance for practitioners* (September 2018)
- *Under pressure: the impact of the changing environment on local government complaints* (December 2018)
- *Summer born admissions* (December 2018)
- *Caring about complaints: lessons from our independent care provider investigations* (March 2019).

These, and other focus reports published in previous years and in the current year, are available on the LGSCO's website www.lgo.org.uk.

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 & taxation, adult social care, children & education, housing, and planning.

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.

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. These details are also published on the Ombudsman's website www.lgo.org.uk.

The annual letter no longer provides figures for the average time taken to provide a response to the Ombudsman's enquiries.

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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West Midlands Metropolitan Districts - complaints and enquiries received by the LGO (2018/19)
2017/18 figures are shown in brackets

	Adult care services	Benefits and tax	Corporate & other services	Education & Children's services	Environment services	Highways & Transport	Housing	Planning & Development	Other	TOTAL
Birmingham	54 (51)	75 (97)	15 (18)	72 (49)	137 (93)	23 (29)	83 (102)	17 (13)	8 (3)	484 (455)
Coventry	13 (8)	15 (18)	6 (11)	24 (29)	12 (36)	15 (12)	5 (12)	9 (6)	1 (4)	100 (136)
Dudley	19 (18)	4 (11)	4 (6)	17 (14)	15 (7)	2 (3)	14 (12)	5 (4)	0 (1)	80 (76)
Sandwell	15 (9)	25 (17)	6 (4)	23 (27)	9 (7)	12 (7)	21 (18)	1 (2)	3 (1)	115 (92)
Solihull	4 (8)	3 (4)	0 (4)	11 (10)	8 (5)	6 (6)	3 (3)	10 (8)	1 (0)	46 (48)
WALSALL	7 (17)	7 (7)	2 (7)	13 (19)	10 (4)	3 (5)	0 (3)	10 (10)	0 (0)	52 (72)
Wolverhampton	17 (16)	8 (10)	2 (4)	17 (14)	8 (10)	9 (4)	9 (7)	1 (7)	0 (0)	71 (72)

West Midlands Metropolitan Districts -- complaints determined by the Ombudsman (2018/19)
2017/18 figures are shown in brackets

	Invalid or incomplete	Advice given	Referred back for local resolution	Closed after initial enquiries	Not upheld	Upheld	Upheld rate (%)	TOTAL
Birmingham	26 (21)	31 (34)	173 (221)	112 (93)	23 (29)	77 (43)	77 (60)	442 (441)
Coventry	5 (8)	1 (2)	41 (66)	35 (27)	8 (6)	10 (20)	56 (77)	100 (129)
Dudley	1 (3)	5 (4)	34 (48)	18 (10)	4 (4)	13 (6)	76 (60)	75 (75)
Sandwell	8 (6)	4 (8)	60 (39)	26 (19)	7 (7)	10 (11)	59 (61)	115 (90)
Solihull	5 (3)	0 (2)	18 (16)	19 (16)	2 (4)	5 (3)	71 (43)	49 (44)
WALSALL	4 (5)	0 (1)	14 (38)	18 (18)	5 (3)	6 (6)	55 (67)	47 (71)
Wolverhampton	4 (5)	4 (1)	19 (30)	24 (20)	10 (5)	9 (4)	47 (44)	70 (65)

Local Government & Social Care OMBUDSMAN

24 July 2019

By email

Helen Paterson
Chief Executive
Walsall Metropolitan Borough Council

Dear Dr Paterson

Annual Review letter 2019

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2019. The enclosed tables present the number of complaints and enquiries received about your authority, the decisions we made, and your authority's compliance with recommendations during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

As ever, I would stress that the number of complaints, taken alone, is not necessarily a reliable indicator of an authority's performance. The volume of complaints should be considered alongside the uphold rate (how often we found fault when we investigated a complaint), and alongside statistics that indicate your authority's willingness to accept fault and put things right when they go wrong. We also provide a figure for the number of cases where your authority provided a satisfactory remedy before the complaint reached us, and new statistics about your authority's compliance with recommendations we have made; both of which offer a more comprehensive and insightful view of your authority's approach to complaint handling.

The new statistics on compliance are the result of a series of changes we have made to how we make and monitor our recommendations to remedy the fault we find. Our recommendations are specific and often include a time-frame for completion, allowing us to follow up with authorities and seek evidence that recommendations have been implemented. These changes mean we can provide these new statistics about your authority's compliance with our recommendations.

I want to emphasise the statistics in this letter reflect the data we hold and may not necessarily align with the data your authority holds. For example, our numbers include

enquiries from people we signpost back to your authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside our annual review of local government complaints. For the first time, this includes data on authorities' compliance with our recommendations. This collated data further aids the scrutiny of local services and we encourage you to share learning from the report, which highlights key cases we have investigated during the year.

New Interactive data map

In recent years we have been taking steps to move away from a simplistic focus on complaint volumes and instead focus on the lessons learned and the wider improvements we can achieve through our recommendations to improve services for the many. Our ambition is outlined in our corporate strategy 2018-21 and commits us to publishing the outcomes of our investigations and the occasions our recommendations result in improvements for local services.

The result of this work is the launch of an interactive map of council performance on our website later this month. Your Council's Performance shows annual performance data for all councils in England, with links to our published decision statements, public interest reports, annual letters and information about service improvements that have been agreed by each council. It also highlights those instances where your authority offered a suitable remedy to resolve a complaint before the matter came to us, and your authority's compliance with the recommendations we have made to remedy complaints.

The intention of this new tool is to place a focus on your authority's compliance with investigations. It is a useful snapshot of the service improvement recommendations your authority has agreed to. It also highlights the wider outcomes of our investigations to the public, advocacy and advice organisations, and others who have a role in holding local councils to account.

I hope you, and colleagues, find the map a useful addition to the data we publish. We are the first UK public sector ombudsman scheme to provide compliance data in such a way and believe the launch of this innovative work will lead to improved scrutiny of councils as well as providing increased recognition to the improvements councils have agreed to make following our interventions.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2018-19 we delivered 71 courses, training more than 900 people, including our first 'open courses' in Effective Complaint Handling for local authorities. Due to their popularity we are running six more open courses for local authorities in 2019-20, in York, Manchester, Coventry and London. To find out more visit www.lgo.org.uk/training.

Finally, I am conscious of the resource pressures that many authorities are working within, and which are often the context for the problems that we investigate. In response to that situation we have published a significant piece of research this year looking at some of the

common issues we are finding as a result of change and budget constraints. Called, Under Pressure, this report provides a contribution to the debate about how local government can navigate the unprecedented changes affecting the sector. I commend this to you, along with our revised guidance on Good Administrative Practice. I hope that together these are a timely reminder of the value of getting the basics right at a time of great change.

Yours sincerely,

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

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

**Local Authority Report: Walsall Metropolitan Borough Council
For the Period Ending: 31/03/2019**

For further information on how to interpret our statistics, please visit our [website](#)

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
7	7	2	13	10	3	0	10	0	52

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations		Total
				Not Upheld	Upheld	
4	0	14	18	5	6	47
				Uphold Rate (%)		55

Note: The uphold rate shows how often we found evidence of fault. It is expressed as a percentage of the total number of detailed investigations we completed.

Satisfactory remedy provided by authority

Upheld cases where the authority had provided a satisfactory remedy before the complaint reached the Ombudsman	% of upheld cases
2	33

Note: These are the cases in which we decided that, while the authority did get things wrong, it offered a satisfactory way to resolve it before the complaint came to us.

