



**Governance and Audit
Committee**

Tuesday 15 October

**Local Government Ombudsman (LGO) Annual Review Letter 2018/19
Report**

Report by:

Ian Knowles
Executive Director of Resources

Contact Officer:

Natalie Kostiuk
Customer Experience Officer
natalie.kostiuk@west-lindsey.gov.uk

Purpose / Summary:

Report on the LGO Annual Review Letter 2018/19 covering complaints referred to the LGO during the 2018 to 2019 period. Examining upheld complaints, learning actions and benchmarking/trends.

RECOMMENDATION(S):

That committee members welcome the report from the Local Government Ombudsman and acknowledge the work which has been undertaken to incorporate the learning from the report's findings into how West Lindsey District Council works as an organisation.

IMPLICATIONS

Legal:

None arising directly from this report.

Financial : FIN/77/20

Members agreed via a report made to the Governance & Audit committee in July 2018 to delegate authority to award compensation up to a value of £2,500 to the Executive Director of Resources subject to consultation with the Chairman of the Governance and Audit Committee.

The LGO recommended payments included in this report of £350 which have been funded from existing overall resources.

Staffing :

None arising directly from this report.

Equality and Diversity including Human Rights :

By understanding, in more detail about how customers interact with the Council means we will be able to address issues that are preventing them from accessing services in an equal manner.

Data Protection Implications :

None arising directly from this report.

Climate Related Risks and Opportunities:

None arising directly from this report.

Section 17 Crime and Disorder Considerations:

None arising directly from this report.

Health Implications:

None arising directly from this report.

Title and Location of any Background Papers used in the preparation of this report :

Link to the Local Government Ombudsman Website Annual Review Letter for West Lindsey District Council:

<https://www.lgo.org.uk/documents/councilperformance/2019/west%20lindsey%20district%20council.pdf>

Link to the Local Government Ombudsman Website Complaint Decisions for West Lindsey District Council:

<https://www.lgo.org.uk/Decisions/SearchResults?q=west%20lindsey%20district%20council&t=both&fd=0001-01-01&td=2019-09-02&dc=c%2Bnu%2Bu%2B&sortOrder=descending>

Risk Assessment :

N/A

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

X

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

X

Local Government Ombudsman Annual Review Letter 2018/19 Report

Contents

Executive Summary	5
1 Introduction	5
2 Annual Review Letter Figures	6
3 Upheld Complaints	8
4 Compliance with Ombudsman Recommendations	12
5 Learning from LGO Complaint Investigations	12
6 Comparison with other Local Authorities Nationally	13
7 How we compare with other similar Local Authorities	14
Appendix 1: LGO Annual Review Letter 2018/19	15
Appendix 2: Complaints received by the LGO compared to 20 similar Local Authorities	19
Appendix 2 continued: Complaint decisions by the LGO compared to 20 similar Local Authorities	20

Executive Summary

This report examines the Local Government Ombudsman (LGO) Annual Review Letter 2019 covering complaints that our customers referred to them during the 2018-2019 period ending 31st March 2019.

The data in this year's report refers to some decisions (4 in total) that were made during the 2018/19 period in conclusion to complaints that were initially referred to the LGO in 2016/17. These were complex complaints which took a long period of time to investigate and conclude.

Historical data on complaints referred to the Local Government Ombudsman (LGO) is included along with detailed comparison to last year's figures and findings.

The report goes on to explain the complaints that were upheld by the LGO and includes details of the recommended actions and learning that has taken place.

Finally the report compares how West Lindsey District Council has performed overall nationally and with 20 other similar local authorities in terms of the amount of complaints referred, investigated and upheld by the LGO.

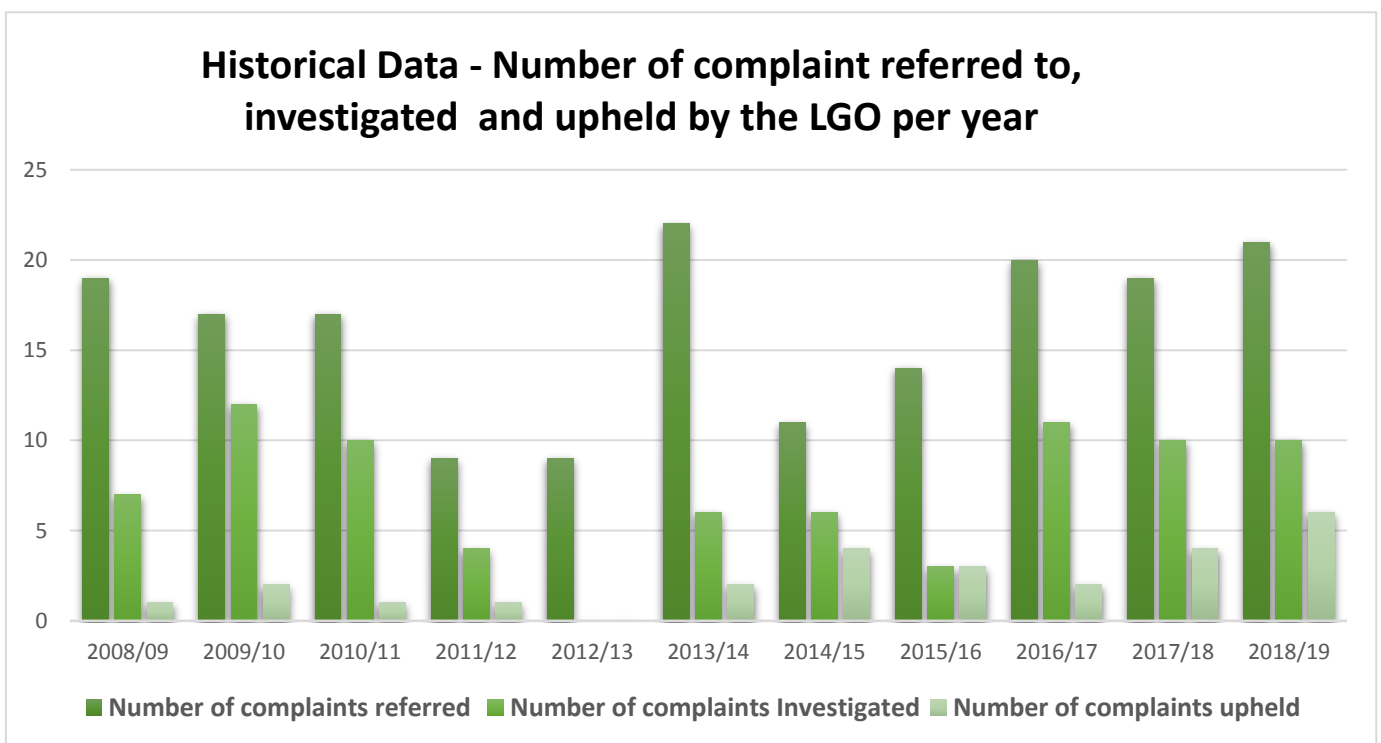
1 Introduction

- 1.1 If a customer is unhappy with the outcome of their complaint or the way it has been handled by WLDC they are entitled to refer their complaint to the LGO for an independent investigation.
- 1.2 The LGO will only investigate a complaint once it has been dealt with through the West Lindsey District Council Customer Experience Policy 2018/19 Complaints Process and if it meets their criteria for investigation.
- 1.3 Certain issues that have another formal route of appeal will not be investigated by the LGO.
- 1.4 There is no cost to the authority for work carried out by the LGO.
- 1.5 Each year the LGO publish an Annual Review letter for each authority detailing the amount of complaints referred to them, investigated by them and upheld by them. This year new statistics regarding the authority's compliance with recommendations has also been included. The full Annual Review Letter can be found in **Appendix 1** of this report.
- 1.6 The information published by the LGO allows each authority to examine how they compare to other authorities.
- 1.7 LGO investigations and decisions on complaints allow us to learn and make improvements to the way we run our services and deal with customers on a daily basis. We can also learn from LGO complaints and decisions made for other authorities, when decisions are published they are shared with Team Managers.
- 1.8 *"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”. – Quote taken from the annual review letter 2019.

1.9 The graph below illustrates how many WLDC complaints have been referred to and upheld by the LGO each year since 2009.

1.10 The LGO do not necessarily investigate all complaints referred to them, during the 2018/19 period 20 complaints were referred to the LGO but only 10 complaints were investigated. It should also be noted that during the 2018/19 period four final decisions were received which related to complaints that were referred to the LGO initially in 2016/17, these complaints required complex investigation hence the delay in a decision being reached. The inclusion of these four decisions has increased the overall upheld rate for this particular year.



- Number of investigations carried out and upheld complaints for 2012/13 period unknown due to change in LGO procedures.

2 Annual Review Letter Figures

- 2.1 In total 20 complaints were referred to the LGO in 2018/19, which is a similar number to previous years. The table below illustrates which services the complaints related to compared with the previous two years.
- 2.2 Once again the majority of complaints referred to the LGO were relating to Planning and Development. Over 50% (11 out of 20) of the complaints referred to the LGO during 2018/19 related to Planning and Development. 5 of these complaints were closed after initial enquiries; 1 was referred back to WLDC as being a premature referral to the LGO, 5 were investigated, 4 were upheld and 1 was not upheld. These will be examined in more detail later on in the report.

	Benefits and Tax	Corporate and Other Services	Environment Services	Highways and Transport	Housing	Planning and Development	Total
2018/19	4	1	3	0	1	11	20
2017/18	3	2	2	0	0	12	19
2016/17	3	1	4	1	2	9	20

- 2.3 In total 21 decisions were made by the LGO in the 2018/19 period.
- 2.4 4 complaints were referred back to WLDC for local resolution. This occurs when a customer has not initially made their complaint known to us or given us the chance to investigate and resolve their complaint 'in house'. The LGO will only investigate complaints once they have been investigated via the authority under the Council's complaint process.
- 2.5 7 complaints were closed after initial enquiries. This occurs when the LGO receive a complaint and consider the initial information including details of the complaint. If the LGO decide that it is unlikely that any fault will be found or that any harm has occurred they will not investigate the matter further.
- 2.6 In total 10 detailed investigations were carried out by the LGO.
- 2.7 4 complaints investigated by the LGO were not upheld. No fault was identified.
- 2.8 6 complaints investigated by the LGO were upheld as fault was identified. Please note however that as mentioned previously four of these decisions were relating to complaints that were referred to the LGO initially in 2016/17, these complaints required complex investigation hence the delay in a decision being reached. The inclusion of these four decisions has increased the overall upheld rate for this particular year. The WLDC overall upheld rate for the 2018/19 period is 60% which is an increase of 20% compared to the previous year where 10 complaints were investigated and 4 were upheld giving a previous upheld rate of 40%.
- 2.9 The table below shows how these figures compare to the previous two years:

	2018/19	2017/18	2016/17
Complaints and enquiries received by the LGO	20	20	19
Number of detailed investigations carried out by the LGO	10	10	11
Number of complaints upheld by the LGO	6	4	2
Upheld complaint percentage %	60%	40%	18%

2.10 There is one outstanding decision due from complaints referred to the LGO during the last year period 2017/18. This decision will be reported in next year's annual review letter report.

2.11 The upheld rate of 60% is an increase compared to previous years. This is also higher than the average upheld rate of similar authorities which is 43%. As explained above the upheld rate for 2018/19 is increased due to the four 2016/17 complaint decisions being made in 2018.

3 Upheld Complaints

3.1 In total the LGO carried out detailed investigations for 10 complaints. 6 of these complaints were upheld. The table below shows information on the upheld

complaints and the remedies that were recommended by the LGO. The received and decided dates illustrate the length of time it took the LGO to investigate the complaints.

Reference	Category	Received by LGO	Decided	Decision	Remedy
16016431	Benefits & Tax	June 17	18 Jun 18	Upheld - Maladministration & Injustice	Financial redress: Avoidable distress/time and trouble
16016433	Planning & Development	April 17	14 Jun 18	Upheld - Maladministration & Injustice	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review
17004095	Planning & Development	May 17	14 Jun 18	Upheld - Maladministration & Injustice	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review
17004202	Planning & Development	Oct 17	25 Jun 18	Upheld – Maladministration , No Injustice	Null
18000131	Planning & Development	April 18	12 Sep 18	Upheld – Maladministration , No Injustice	Null
18001268	Environmental Services & Public Protection & Regulation	June 18	20 Sep 18	Upheld - Maladministration & Injustice	Apology, Financial redress: Avoidable distress/time and trouble

3.2 The details below include the history and the findings of the 6 complaints that were upheld by the LGO. The recommended actions have been completed.

3.3 16016431 Benefits and Tax (Maladministration & Injustice)
Remedy: Financial redress: Avoidable distress/time and trouble
Referred to LGO: June 2017, Decision received: June 2018

This case was regarding a complicated council tax matter where liability orders had to be obtained in respect of missed payments. Some council tax payments had been made using bills of exchange that were presented on pieces of wood and via other none usual methods which were not accepted. A delay in payments that were made being matched up to the customer's account led to a charging order being issued in error, this has since been withdrawn.

The LGO concluded that there was fault by the Council when it obtained a charging order against the complainant for council tax arrears because it had received payments. The LGO recommended the Council remove charges of £178. The Council has already removed charges of £109.50 and has agreed to remove a further £68.50.

3.4 16016433 Planning and Development (Maladministration & Injustice)
Remedy: Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review – Same complaint as 17004095
Referred to LGO: April 2017, Decision received: June 2018

This complaint was made by two separate parties and related to a recent planning application decision where permission had been granted. The complainants felt that the Council had granted planning permission for development near their homes without properly considering the impact on their amenity. They claimed they would consequently suffer a loss of light, increased overshadowing and devaluation of their properties. The customers also complained they had been to time and trouble pursuing matters.

The LGO concluded that there were some faults in how the Council decided to grant planning permission. The decision would probably have been the same without those faults but the faults caused the complainants unnecessary frustration and concern. The LGO recommended that the Council apologise, make payments to the complainants and review and improve some practices.

The Council agreed to review what happened in this case and give officers who deal with planning applications a briefing note (anonymised as necessary) on what went wrong, particularly the inaccurate information given about what the previous planning applications had decided and any changes needed to minimise the chance of similar faults in the future, particularly when dealing with applications with a detailed planning history. The Council agreed to keep a written record of committee site visits.

3.5 17004095 Planning and Development (Maladministration & Injustice)
Remedy: Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review – Same complaint as 16016433
Referred to LGO: May 2017, Decision received: June 2018

This complaint was made by two separate parties and related to a recent planning application decision where permission had been granted. The complainants felt that the Council had granted planning permission for development near their homes without properly considering the impact on their amenity. They claimed they would consequently suffer a loss of light, increased overshadowing and devaluation of their properties. The customers also complained they had been to time and trouble pursuing matters.

The LGO concluded that there were some faults in how the Council decided to grant planning permission. The decision would probably have been the same without those faults but the faults caused the complainants unnecessary frustration and concern. The LGO recommended that the Council apologise, make payments to the complainants and review and improve some practices.

The Council agreed to review what happened in this case and give officers who deal with planning applications a briefing note (anonymised as necessary) on what went wrong, particularly the inaccurate information given about what the previous planning applications had decided and any changes needed to minimise the chance of similar faults in the future, particularly when dealing with applications with a detailed planning history. The Council agreed to keep a written record of committee site visits.

3.6 17004202 Planning and Development (Maladministration, No Injustice)
Remedy: Null
Referred to LGO: October 2017, Decision received: June 2018

This case was regarding a recent planning application decision. The customer said the Council was at fault in its handling of planning applications for a site near their home. In particular they say the Council: accepted a planning application with a proposal description which did not accurately reflect the details of the application and liaised with the applicant to alter the description without a new application being submitted; failed to publish a decision notice on its website informing residents of the outcome the application and the conditions attached to it; did not consult them on an application for the compliance of a condition; and did not properly consider their complaints and provided inadequate and nonsensical replies. For the above reasons the customer said there had been fault which has altered the outcome of the planning process resulting in a development which is harmful to their amenity.

The LGO ended their consideration of this complaint because they did not find any evidence of fault which altered the outcome of the planning applications complained about. However, the LGO did find some evidence of fault by the Council in its handling of the customer's complaint. They also noted the Council should have uploaded details of its decision on the reserved matters application to its website when it told the customer it would. Both matters necessitated the customer making complaints which might otherwise have been avoided. The LGO recommended that the Council apologise to the customer in writing for the cumulative impact of these matters. The Council agreed

3.7 18000131 Planning and Development (Maladministration, No Injustice)
Remedy: Null
Referred to LGO: April 2018, Decision received: September 2018

This case was regarding a historical Section 106 agreement. The customer complained that the Council failed to monitor compliance with a Section 106 agreement for a development where they live. The customer also said the Council's decision not to take enforcement action to require compliance with the terms of the Section 106 agreement was wrong.

The LGO concluded that there was evidence of fault by the Council because it failed to monitor compliance of the Section 106 agreement as it should have done. However, The LGO did not consider this has resulted in an injustice to the customer. The LGO did not find any evidence of fault by the Council regarding its decision not to take enforcement action against the developer. For these reasons, the LGO ended their consideration of this complaint.

3.8 18001268 Environmental Services & Public Protection & Regulation (Maladministration and Injustice)

**Remedy: Apology, Financial redress: Avoidable distress/time and trouble
Referred to LGO: June 2018, Decision received: September 2018**

This case was regarding a noise complaint. The customer was located in the WLDC district but the noise was originating from a location over the border in a neighbouring district and authority area. The customer complained that WLDC failed to take any action into his noise complaint because it wrongly signposted them to a neighbouring council. When the customer was referred back to WLDC the noise had stopped so could not take any action.

The LGO concluded WLDC was not at fault when it passed the noise complaint to another authority. But WLDC should have also investigated the customer's complaint at the same time. Failure to do so has caused the customer some uncertainty whether WLDC should have taken action against the power station to stop the noise. In recognition for the faults identified above The LGO recommended that we apologise to the customer for the uncertainty and time and trouble experienced and pay the customer £150 for the time, trouble and uncertainty experienced.

4 Compliance with Ombudsman Recommendations

4.1 The LGO now produce statistics on compliance which are the result of a series of changes that the LGO have made to how they make and monitor their recommendations to remedy the fault they find. The LGO's recommendations are specific and often include a time-frame for completion, allowing them to follow up with authorities and seek evidence that recommendations have been implemented. These changes mean the LGO can provide these new statistics about WLDC's compliance with their recommendations.

4.2 WLDC received a 100% score for compliance with LGO recommendations for the 2018/19 period:

Complaints where compliance with the recommended remedy was recorded during the year	4
Complaints where the authority complied with LGO recommendations on time	4
Complaints where the authority complied with LGO recommendations late	0
Complaints where the authority has not complied with LGO recommendations	0
Compliance Rate	100%

5 Learning from LGO Complaint Investigations

5.1 Learning has taken place via the LGO complaint investigation findings and decisions, various amendments have been instigated following these outcomes.

- 5.2 Changes in procedures have taken place to improve the way our services run and to ensure our customers have the best experience possible. Some examples are included below:
- 5.3 Customer standards have been implemented that set out what our customers can expect from us in terms of responding to and answering queries.
- 5.4 As recommended by the LGO a review of what happened in a planning and development case took place and officers who deal with planning applications were given a briefing note (anonymised as necessary) on what went wrong, particularly the inaccurate information given about what the previous planning applications had decided and any changes needed to minimise the chance of similar faults in the future, particularly when dealing with applications with a detailed planning history.
- 5.5 Following on from the LGO recommendations the new West Lindsey District Council Code of Practice for Planning Committee Site Visits was designed and implemented which includes guidance on what details are required to be recorded during Planning Committee site visits.
- 5.6 Since one of the complaints regarding a recent planning application decision was investigated and referred to the LGO in 2017 the way complaints are dealt with has been improved. There is now a dedicated officer that handles, investigates and responds to complaints and a new process is in place to improve the complaint experience for our customers.
- 5.7 New procedures for uploading planning documents and decisions have been implemented to ensure unnecessary delays do not occur.
- 5.8 New policies and procedures for Section 106 agreements have been implemented and there are now more robust standards of compliance monitoring.
- 5.9 Following the LGO investigation into the above noise complaint the procedures for dealing with and investigating noise complaints where the noise originates from another district area have been updated in line with the recommendations made and the fact that WLDC should have also investigated the complaint as well as signposting to the neighbouring authority.

6 Comparison with other Local Authorities Nationally

- 6.1 The LGO deals with 366 Local Authorities in total.
- 6.2 WLDC is number 210/366 overall in terms of the number of complaints referred to the LGO per each authority (the highest being 455 complaints escalated for Birmingham City Council).
- 6.3 WLDC is number 185/366 in terms of the number of complaints which were upheld by the LGO per each authority (the highest being 77 upheld complaints for Birmingham City Council).
- 6.4 WLDC is number 138/366 overall in terms of the percentage % of upheld complaints (the highest being 100%) A total of 24 Local Authorities nationally had 100% of their complaints upheld by the LGO.

7 How we compare with other similar Local Authorities

- 7.1 A list of 20 local authorities that are similar to WLDC in terms of size, population and services etc. has been compiled so that some meaningful benchmarking and comparison can take place.
- 7.2 The tables in **Appendix 2** of this report show how WLDC compares to the other 20 similar Local Authorities.
- 7.3 In terms of how many complaints have been referred by customers to the LGO WLDC is number 6 out of 21.
- 7.4 In terms of our upheld complaint percentage WLDC is number 9 out of 21.

Appendix 1: LGO Annual Review Letter 2018/19

Local Government & Social Care OMBUDSMAN

24 July 2019

By email

Ian Knowles
Executive Director of Resources
West Lindsey District Council

Dear Mr Knowles

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

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 stylized flourish at the end.

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

Local Authority Report: West Lindsey District 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
0	4	1	0	3	0	1	11	0	20

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate (%)	Total
0	0	4	7	4	6	60	21

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
0	0

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.

Compliance with Ombudsman recommendations

Complaints where compliance with the recommended remedy was recorded during the year*	Complaints where the authority complied with our recommendations on-time	Complaints where the authority complied with our recommendations late	Complaints where the authority has not complied with our recommendations	
4	4	0	0	Number
	100%		-	Compliance rate**
Notes: * This is the number of complaints where we have recorded a response (or failure to respond) to our recommendation for a remedy during the reporting year. This includes complaints that may have been decided in the preceding year but where the data for compliance falls within the current reporting year. ** The compliance rate is based on the number of complaints where the authority has provided evidence of their compliance with our recommendations to remedy a fault. This includes instances where an authority has accepted and implemented our recommendation but provided late evidence of that.				

Appendix 2: Complaints received by the LGO compared to 20 similar Local Authorities

Local Government & Social Care OMBUDSMAN	Complaints and Enquiries Received (by Category) 2018-19									
Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
East Lindsey District Council	0	3	0	0	6	6	2	12	1	30
Babergh District Council	1	1	1	0	3	0	5	12	3	26
North Devon District Council	0	2	2	0	6	0	2	13	0	25
Torrige District Council	0	6	0	0	5	0	3	11	0	25
Daventry District Council	0	5	0	0	2	1	4	12	0	24
West Lindsey District Council	0	4	1	0	3	0	1	11	0	20
Mid Devon District Council	0	2	4	0	3	0	3	6	0	18
South Hams District Council	0	2	1	0	5	1	0	8	0	17
Selby District Council	0	2	1	0	1	0	1	10	0	15
South Somerset District Council	0	2	3	0	0	0	1	8	0	14
West Dorset District Council	0	2	0	0	5	1	1	5	0	14
Allerdale Borough Council	0	2	1	0	3	2	0	3	0	11
Breckland District Council	0	3	2	0	1	0	1	4	0	11
Derbyshire Dales District Council	0	0	1	0	2	1	3	4	0	11
Hambleton District Council	0	1	2	0	0	0	0	6	0	9
Mid Suffolk District Council	0	0	1	0	0	0	1	7	0	9
North Kesteven District Council	0	1	3	0	1	0	1	3	0	9
South Holland District Council	0	1	2	0	3	0	2	0	1	9
King's Lynn & West Norfolk Council	0	3	0	0	1	0	0	4	0	8
Copeland Borough Council	0	1	2	0	0	0	0	2	0	5
Cotswold District Council	0	0	0	0	0	1	0	3	0	4

Local Government & Social Care OMBUDSMAN	Complaints and Enquiries Decided (by Outcome) 2018-19								
Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Uphold Rate (%)	Average uphold rate (%) of similar authorities
Cotswold District Council	0	0	1	2	0	1	4	100	43
North Kesteven District Council	0	0	2	4	0	1	7	100	43
North Devon District Council	1	2	4	13	1	5	26	83	43
Selby District Council	0	1	5	6	1	2	15	67	43
South Hams District Council	2	1	4	4	2	4	17	67	43
South Holland District Council	0	2	1	6	1	2	12	67	43
Derbyshire Dales District Council	0	2	2	3	2	3	12	60	43
King's Lynn & West Norfolk Council	0	0	1	6	2	3	12	60	43
West Lindsey District Council	0	0	4	7	4	6	21	60	43
Breckland District Council	0	0	2	8	3	4	17	57	43
Hambleton District Council	0	0	1	6	1	1	9	50	43
Mid Suffolk District Council	0	1	3	4	1	1	10	50	43
Mid Devon District Council	1	1	2	10	2	1	17	33	43
Daventry District Council	1	0	5	6	4	1	17	20	43
East Lindsey District Council	3	0	9	11	8	2	33	20	43
Allerdale Borough Council	0	0	3	4	5	1	13	17	43
Babergh District Council	2	1	5	8	4	0	20	0	43
Copeland Borough Council	0	0	0	2	0	0	2	0	43
South Somerset District Council	0	0	4	9	6	0	19	0	43
Torrige District Council	0	0	9	6	3	0	18	0	43
West Dorset District Council	1	0	4	4	3	0	12	0	43

continued: Complaint decisions by the LGO compared to 20 similar Local Authorities

