



**GOVERNANCE & AUDIT  
COMMITTEE**

**Tuesday 24<sup>th</sup> September  
2024**

**Local Government and Social Care Ombudsman (LGSCO)  
Annual Review Letter Report 2023/24**

Report by:	Director of Commercial & Operational Services
Contact Officer:	Natalie Kostiuk Customer Experience Officer natalie.kostiuk@west-lindsey.gov.uk
Purpose / Summary:	Report on the Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter 2024 covering complaints referred to and decided by them between April 2023 and March 2024. Examining the types and outcomes of complaints referred and benchmarking with other similar local authorities.

**RECOMMENDATION(S):**

That committee members welcome this report, and after considering its contents are assured that the current complaint handling procedures are functioning adequately.

## IMPLICATIONS

### **Legal:**

There are no legal implications arising from this report.

### **Financial: FIN/52/25/GA/SL**

There are no financial implications arising from this report.

### **Staffing:**

There are no staffing implications arising from this report.

### **Equality and Diversity including Human Rights:**

The LGSCO have not identified any issues with how complaints are handled in terms of Equality and Diversity or Human Rights.

### **Data Protection Implications:**

There are no data protection implications arising from this report, appropriate redactions have been made where required.

### **Climate Related Risks and Opportunities:**

Not applicable.

### **Section 17 Crime and Disorder Considerations:**

Not applicable.

### **Health Implications:**

There are no health implications arising from this report.

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

**Annual Review Letters for West Lindsey District Council**

<https://www.lgo.org.uk/your-councils-performance/west-lindsey-district-council/annualletters/>

**LGSCO complaint decisions for West Lindsey District Council**

<https://www.lgo.org.uk/Decisions/SearchResults?t=0&fd=0001-01-01&td=2024-07-18&dc=c%2Bnu%2Bu%2B&aname=West%20Lindsey%20District%20Council&sortOrder=descending>

**West Lindsey District Council Performance 2023/24**

<https://www.lgo.org.uk/your-councils-performance/west-lindsey-district-council/statistics>

**Risk Assessment :**

Not applicable.

**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**

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## Executive Summary

This report examines the Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter 2023-24 which covers complaints that were either referred to or decided by them during the period from April 2023 to March 2024.

Historical data on complaints handled by the LGSCO is included within this report along with comparison to previous year's figures and findings.

Finally, the report compares how West Lindsey District Council (WLDC) has performed overall nationally and in comparison, with 20 other similar authorities in terms of the number of complaints referred, investigated and upheld by the LGSCO.

During the 2023/24 period a total of 10 new complaints were referred to the LGSCO.

<b>WLDC Service</b>		<b>LGSCO Categorisation</b>
Planning	3	Planning & Development
Planning Enforcement	2	Planning & Development
Environmental Protection	2	Environmental Services & Public Protection & Regulation
Community Safety	1	Environmental Services & Public Protection & Regulation
Housing Enforcement	1	Environmental Services & Public Protection & Regulation
Planning and Planning Enforcement	1	Planning & Development

Along with the new complaints referred to them the LGSCO also reached a decision on 1 complaint that was outstanding from the previous year. This complaint was referred to them in 2022/23 but not completed until 2023/24 and was in relation to Housing Enforcement. The LGSCO carried out an investigation, no fault was identified so the complaint was not upheld, more details are included later in this report.

In total the LGSCO made 9 decisions during 2023/24. 7 complaints were closed after initial enquiries, 1 complaint was investigated and not upheld, and 1 outstanding complaint being investigated from the previous year was not upheld.

At the end of the 2023/24 period there was 1 outstanding complaint that was still with the LGSCO, an investigation is ongoing, and a decision will be received in 2024/25. The complaint is in regard to Environmental Protection services and is related to a noise complaint investigation that has been carried out.

The LGSCO did not uphold any complaints in 2023/24 resulting in an overall upheld percentage of 0% for West Lindsey District Council (WLDC), this compares to an average of 63% in similar sized Council's.

## 1. Introduction

- 1.1 If a customer has followed and completed the Council's formal complaints process and remains dissatisfied with the outcome of their complaint or the way it has been handled by WLDC they are able to refer their complaint to the LGSCO for review.
- 1.2 The LGSCO will only consider a complaint once it has been dealt with in full via the WLDC Customer Feedback Policy and only if it meets their criteria for investigation - <https://www.lgo.org.uk/make-a-complaint/what-we-can-and-cannot-look-at>
- 1.3 Issues that have another formal route of appeal or tribunal will not be considered by the LGSCO, for example, planning appeals, council tax valuation issues and appeals regarding the suitability of housing etc.
- 1.4 There is no cost to the authority for the work carried out by the LGSCO. A cost is only involved if an upheld complaint recommendation suggests a financial remedy.
- 1.5 The LGSCO do not necessarily investigate all complaints that are referred to them, Although the LGSCO is a free service they have to decide how to best use their publicly funded resources therefore they cannot investigate all complaints they receive.

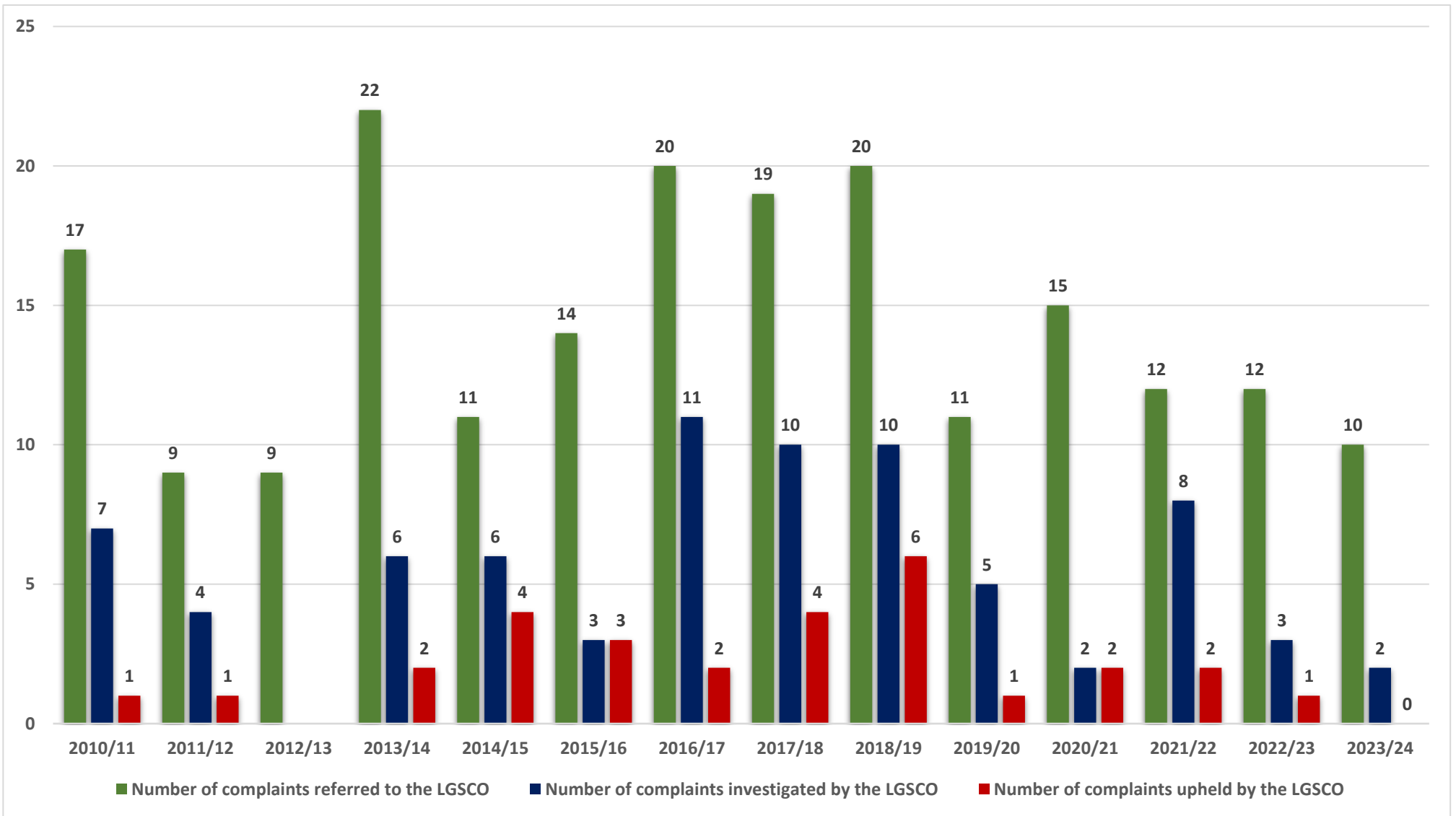
They are more likely to investigate complaints where the issues:

- have had a serious or long-term impact on people's lives
- affect many other people

They are less likely to investigate complaints where:

- the issues have caused minor irritation or upset
- they cannot ask the Council to do what the complainant wants them to

- 1.6 An Annual Review Letter is published by the LGSCO for each authority every year which details the number of complaints referred to them, investigated by them and includes information on complaints upheld by them. Information regarding compliance with LGSCO recommendations is also included. The full WLDC Annual Review Letter for 2023/24 can be found in [Appendix 1](#) of this report.
- 1.7 The information published by the LGSCO allows us to examine our performance for the year and look at how we compare to other similar authorities.
- 1.8 The investigations carried out and decisions made by the LGSCO allow us to learn and make improvements to the way we deliver our services and deal with our customers daily. Complaints investigated that are not upheld by the LGSCO provide assurance that we are operating correctly. We can also learn from LGSCO complaints and decisions made for other authorities, when weekly decision lists are published, they are shared with relevant team managers.
- 1.9 The graph on the next page shows how many WLDC complaints have been referred to, investigated and upheld by the LGSCO each year since 2010, the last 4 years has seen a decrease in the number of WLDC complaints processed by the LGSCO:



- *The number of complaints investigated and upheld in 2012/2013 is unknown due to change in LGSCO procedures*

## 2. Annual Review Letter 2023-24 Figures

- 2.1 In total 10 new complaints were referred to the LGSCO in 2023/24, this is lower than the historical average. The table below shows which services the complaints related to compared with previous years.
- 2.2 As you can see, over the years many of the complaints referred to the LGSCO were in relation to Planning and Development services. The last 2 years have seen a decrease in the number complaints regarding this group of services being referred to the LGSCO.

	Benefits and Tax	Corporate and Other Services	Environmental Services (including Community Safety and Housing Enforcement)	Highways and Transport	Housing	Planning and Development (and Planning Enforcement)	Other	Total
2023/24	0	0	4	0	0	6	0	10
2022/23	1	1	3	0	3	4	0	12
2021/22	1	0	1	0	1	9	0	12
2020/21	0	0	3	0	1	10	1	15
2019/20	4	1	1	0	1	4	0	11
2018/19	4	1	3	0	1	11	0	20
2017/18	3	2	2	0	0	12	0	19
2016/17	3	1	4	1	2	9	0	20

- 2.3 The service categories for complaints that the LGSCO use include various WLDC service areas, for instance their Planning and Development category includes Planning Enforcement and their Environmental Services and Public Protection and Regulation includes Environmental Health services and Housing Enforcement.
- 2.4 The table below, that is also included in the introduction section of this report shows the breakdown of WLDC services compared to the LGSCO categorisation and the number of complaints referred to them relating to each WLDC service in 2032/24:



WLDC Service		LGSCO Categorisation
Planning	3	Planning & Development
Planning Enforcement	2	Planning & Development
Environmental Protection	2	Environmental Services & Public Protection & Regulation
Community Safety	1	Environmental Services & Public Protection & Regulation
Housing Enforcement	1	Environmental Services & Public Protection & Regulation
Planning and Planning Enforcement	1	Planning & Development

2.5 A complaint that was referred to the LGSCO in March 2024 is still outstanding, the LGSCO informed us of their intention to investigate this complaint in May 2024, this complaint is in relation to Environmental Protection. More details on this complaint will be included in the decided section of next year's 2024/25 report. The complaint investigation is still ongoing at the time of writing this report.

2.6 In 2023/24 the LGSCO also reached a decision on 1 complaint that was outstanding from the previous year. This complaint was referred to them in 2022/23 but not completed until 2023/24 and was in relation to Housing Enforcement. The LGSCO carried out an investigation, no fault was identified so the complaint was not upheld, more details are included later in this report.

2.7 In total 9 decisions were made by the LGSCO during the 2023/24 period. The table below provides information on the complaints that were decided including the dates they were received and decided by the LGSCO, the service they related to, the decision made, and any recommendations made regarding the decision reached.

- **The Category and Reference titles below are live links to the full complaint report on the LGSCO website**

LGSCO Category and Reference Number	WLDC Service	Received by the LGSCO	Decided by the LGSCO	Days Taken	Decision	Decision Reason	Remedy
<a href="#">22014849 Housing</a>	Housing Enforcement	02/02/2023	29/06/2023	179	Not Upheld	No fault identified	N/A
<a href="#">23001945 Planning and Development</a>	Planning and Development	15/05/2023	05/06/2023	21	Closed after initial enquiries	Not warranted by alleged fault	N/A
<a href="#">23005422 Planning and Development</a>	Planning Enforcement	03/08/2023	10/09/2023	38	Closed after initial enquiries	Not warranted by alleged fault	N/A
<a href="#">23008474 Environmental Services &amp; Public Protection &amp; Regulation</a>	Environmental Protection	04/09/2023	10/10/2023	36	Closed after initial enquiries	Not warranted by alleged fault	N/A

LGSCO Category and Reference Number	WLDC Service	Received	Decided	Days Taken	Decision	Decision Reason	Remedy
<a href="#">23010112 Planning and Development</a>	Planning Enforcement	09/10/2023	28/03/2024	171	Not Upheld	No fault identified	N/A
<a href="#">23013188 Environmental Services &amp; Public Protection &amp; Regulation</a>	Community Protection	21/11/2023	09/01/2024	49	Closed after initial enquiries	26(6)(b) appeal to Minister	N/A
<a href="#">23014355 Environmental Services &amp; Public Protection &amp; Regulation</a>	Housing Enforcement - Licensing	08/12/2023	26/01/2024	49	Closed after initial enquiries	26B(2) not made in 12 months	N/A
<a href="#">23014637 Planning and Development</a>	Planning and Development	12/12/2023	29/01/2024	48	Closed after initial enquiries	Not warranted by alleged injustice	N/A
<a href="#">23018413 Planning and Development</a>	Planning and Development and Planning Enforcement	21/02/2024	28/03/2024	36	Closed after initial enquiries	Not warranted by alleged fault	N/A

2.8 During 2023/24 no complaints were referred back to WLDC for a local resolution. This occurs when a customer has not initially made their complaint known to us or have not given us the chance to investigate and resolve their complaint internally. The LGSCO will only consider a complaint once it has been investigated via the authority under the Council's formal complaint process.

2.9 In total 7 complaints were closed after initial enquiries were made. This occurs when the LGSCO receive a complaint and consider the initial information including details of the complaint and the response we have given them. If the LGSCO decide that it is unlikely that any fault or maladministration will be found or that any harm or injustice has been caused they will not investigate the matter further. The LGSCO will also take this approach to complaints where an appeal or tribunal route is available to the complainant or where the complaint has been made out of time. The reasons why the LGSCO closed these 7 complaints are listed below:

### **Planning and Development x 2**

- *We will not investigate Miss Y's complaint because there is insufficient evidence of fault in the way the Council considered the planning application before deciding to grant permission.*

- *We will not investigate Mrs X's complaint about the Council's handling of her neighbour's planning application. This is because there is not enough evidence to show any fault wrongly affected the Council's decision to grant planning permission or caused Mrs X significant injustice.*

#### **Planning Enforcement x 1**

- *We will not investigate Ms X's complaint because there is no evidence of fault by the Council. There is no evidence of administrative fault by the Council in this matter. Ms X's complaints relate to land ownership and tree damage which are private matters and not for the Council.*

#### **Planning and Development and Planning Enforcement x 1**

- *We will not investigate this complaint about the Council's approval of a planning application and its enforcement of the approved plans. There is insufficient evidence of fault which would warrant an investigation.*

#### **Environmental Protection x 1**

- *We will not investigate Ms X's complaint because there is insufficient evidence of fault. I understand Ms X is disappointed with the Council's decision, but the Ombudsman is not an appeal body. We cannot question decisions taken by councils if they have followed the right steps and considered the relevant evidence and information. The Council satisfied itself it was able to make a decision on Ms X's complaint following an investigation and evidence from noise recording equipment. There is no evidence to suggest fault affected its decision.*

#### **Community Protection x 1**

- *Mr X appealed to the Planning Inspectorate against high hedge notices issued to him by the Council. We cannot therefore investigate as these matters are now outside our legal remit.*

#### **Housing Enforcement x 1**

- *We will not exercise discretion investigate this complaint about the Council issuing civil penalties under the Housing Act 2004 for breaches of legal notices served on a landlord. This complaint was received outside the normal 12-month period for investigating complaints. There is no evidence to suggest that Mr X could not have complained to us sooner. Housing Act notices carry a right of appeal to the First-Tier Tribunal Property chamber and it was reasonable for Mr X to use this remedy in 2019.*

2.10 The LGSCO carried out detailed investigations into 2 complaints during 2023/24, one was the outstanding complaint from the previous year which was in relation to Housing Enforcement and the other one was in relation to Planning Enforcement.

2.11 Following the LGSCO's investigations into the 2 complaints, they were not upheld as no fault was identified on behalf of the council.

2.12 As the LGSCO did not uphold either of the 2 complaints investigated in 2023/24 the upheld rate for WLDC is 0%, this compares to an average of 63% in similar sized Council's.

2.13 The table below shows how many complaints have been referred to, investigated and upheld by the LGSCO compared to previous years.

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Complaints and enquiries received by the LGSCO	10	12	12	15	11	20	19	20
Number of detailed investigations carried out by the LGSCO	2	3	8	2	5	10	10	11
Number of complaints upheld by the LGSCO	0	1	2	2	1	6	4	2
Upheld complaint percentage %	0%	33%	25%	100%	20%	60%	40%	18%

2.14 As you can see the upheld rate has fluctuated over the years depending on how many complaints were investigated by the LGSCO. The actual number of upheld complaints is minimal, this has decreased across the last 5 years.

2.15 The decrease in the number of complaints referred to the LGSCO overall and the reduction in the number of complaints that the LGSCO felt were justified could be attributed to the work of the Customer Experience Manager and the centralised approach taken to handling complaints that was implemented in 2018.

2.16 It is acknowledged that cases referred to the LGSCO have been more complex in nature, and we welcome a fresh pair of eyes on these matters to assist us in identifying how we can do things differently in the future.

### 3. Complaints Investigated but Not Upheld

3.1 During 2023/24 the LGSCO carried out detailed investigations into 2 of the 10 complaints referred to them, this is a decrease compared to the number of investigations historically carried out by them

3.2 The LGSCO did not uphold any of the complaints they investigated in these complaints were in relation to the Planning Enforcement and Housing Enforcement services.

- 3.4 These are the details of the 2 complaints that were not upheld, to view the full report from the LGSCO please follow the title links included below:

[22 014 849 – Housing Enforcement – Not Upheld](#)

**Summary**

*“Ms X complains the Council did not properly investigate her reports about the condition of her property, which put her health at risk.”*

**Decision**

*“I have completed my investigation and found the Council was not at fault for how it handled Ms X’s reports about the condition of her property.”*

[23 010 112 – Planning Enforcement – Not Upheld](#)

**Summary**

*“Mr L complains the Council failed to take sufficient action over breaches of planning approval on a neighbouring development. Our view is the Council did respond as the law expects it to. In the absence of any administrative fault, the merits of the decisions the Council made about enforcement are not something we can criticise”*

**Decision**

*“My decision is there was no fault by the Council.”*

## **4. Upheld Complaints and Learning and Improvement Actions**

- 4.1 The LGSCO did not uphold any complaints in 2023/24 therefore no learning or improvements actions were identified, and no recommendations were made.

## **5. Compliance with Ombudsman Recommendations**

- 5.1 The LGSCO produce and report statistics on compliance with the recommendations they make in relation to upheld complaints. The LGSCO’s recommendations are specific and will include a timeframe for completion, allowing them to follow up with authorities and seek evidence that the recommendations have been implemented.
- 5.2 During 2023/24 no recommendations were made as the LGSCO did not uphold any complaints for WLDC.

## 6. Comparison with other Local Authorities Nationally

- 6.1 The LGSCO deals with complaints for 357 local authority areas in total.
- 6.2 West Lindsey District Council is number **268/357** overall in terms of the number of complaints referred to the LGSCO for each authority, the highest number of complaints being 490 for Birmingham City Council. The previous year West Lindsey District Council was number 235/356 overall.
- 6.3 In terms of the number of upheld complaints West Lindsey District Council is number **354/357** overall. Surrey County Council had the highest number of upheld complaints with 141 of their complaints being upheld by the LGSCO. The previous year West Lindsey District Council was number 235/356 overall.
- 6.4 Compared to the previous period (2023/24) West Lindsey District Council has moved to a lower position on the chart for the number of complaints referred to the LGSCO and a lower position for the number of complaints upheld by the LGSCO, this is a positive move.
- 6.5 The tables that show the results for all authorities can be accessed here: <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews>

## 7. Comparison with other similar Local Authorities

- 7.1 A list of 20 local authorities that are similar to West Lindsey District Council in terms of size, population and services provided has been compiled so that some meaningful comparison and benchmarking can take place.
- 7.2 The tables in [Appendix 2](#) of this report show how West Lindsey District Council compares with the other 20 similar authorities.
- 7.3 In terms of the number of complaints referred to the LGSCO, West Lindsey District Council is number joint 12/21 compared to similar local authorities. The previous year (2022/23) West Lindsey District Council was joint number 6/21 overall.
- 7.4 West Lindsey District Council is joint number 15/21 in terms of the number of upheld complaints when compared to similar local authorities, during 2023/24 there were no upheld complaints.

## Appendix 1 –

### LGSCO Annual Review Letter 2023-24

17 July 2024

*By email*

Mr Knowles  
Executive Director of Resources  
West Lindsey District Council



Dear Mr Knowles

#### Annual Review letter 2023-24

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2024. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to ensure effective ownership and oversight of complaint outcomes, which offer valuable opportunities to learn and improve. In addition, this year, we have encouraged Monitoring Officers to register to receive the letter directly, supporting their role to report the decisions we uphold to their council.

For most of the reporting year, Paul Najsarek steered the organisation during his tenure as interim Ombudsman, and I was delighted to take up the role of Ombudsman in February 2024. I look forward to working with you and colleagues across the local government sector to ensure we continue to harness the value of individual complaints and drive and promote systemic change and improvement across the local government landscape.

While I know this ambition will align with your own, I am aware of the difficult financial circumstances and service demands that make continuous improvement a challenging focus for the sector. However, we will continue to hold organisations to account through our investigations and recommend proportionate actions to remedy injustice. Despite the challenges, I have great confidence that you recognise the valuable contribution and insight complaints, and their swift resolution, offer to improve services for the public.

#### Complaint statistics

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

**Complaints upheld** - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic. This year, we also provide the number of upheld complaints per 100,000 population.

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

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

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

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 24 July 2024. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

## Supporting complaint and service improvement

In February, following a period of consultation, we launched the [Complaint Handling Code](#) for councils, setting out a clear process for responding to complaints effectively and fairly. It is aligned with the Code issued to housing authorities and landlords by the Housing Ombudsman Service and we encourage you to adopt the Code without undue delay. Twenty councils have volunteered to take part in an implementation pilot over the next two years that will develop further guidance and best practice.

The Code is issued to councils under our powers to provide guidance about good administrative practice. We expect councils to carefully consider the Code when developing policies and procedures and will begin considering it as part of our processes from April 2026 at the earliest.

The Code is considered good practice for all organisations we investigate (except where there are statutory complaint handling processes in place), and we may decide to issue it as guidance to other organisations in future.

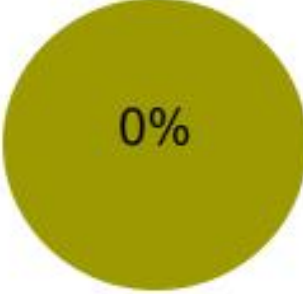
Our successful complaint handling training programme continues to develop with new modules in Adult Social Care and Children's Services complaint handling available soon. All our courses include practical interactive workshops that help participants develop their complaint handling skills. We delivered 126 online workshops during the year, reaching more than 1,700 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training) or get in touch at [training@lgo.org.uk](mailto:training@lgo.org.uk).

Returning to the theme of continuous improvement, we recognise the importance of reflecting on our own performance. With that in mind I encourage you to share your view of our organisation via this survey: <https://www.smartsurvey.co.uk/s/ombudsman/>. Your responses will help us to assess our impact and improve our offer to you. We want to gather a range of views and welcome multiple responses from organisations, so please do share the link with relevant colleagues. Yours sincerely,



Amerdeep Somal  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England



Complaints upheld	
	<p><b>0%</b> of complaints we investigated were upheld.</p> <p>This compares to an average of <b>63%</b> in similar organisations.*</p> <p><b>0</b> upheld decisions</p> <p>This is 0 upheld decisions per 100,000 residents.</p> <p>The average for authorities of this type is 1.2 upheld decisions per 100,000 residents.</p> <p>Statistics are based on a total of 2 investigations for the period between 1 April 2023 to 31 March 2024</p>
Compliance with Ombudsman recommendations	
No recommendations were due for compliance in this period	
Satisfactory remedies provided by the authority	
The Ombudsman did not uphold any complaints in this period	



## Appendix 2 continued – Comparison with 20 similar Local Authorities – Complaints Decided (by outcome)

Local Government & Social Care OMBUDSMAN	Complaints and Enquiries Decided (by Outcome) 2023-24										
	Not for us / not ready for us			Assessed and closed	Investigations						
Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Upheld decisions per 100,000 residents	Average no of upheld decisions per 100,000 residents of similar authorities	Uphold rate (%)	Average uphold rate (%) of similar authorities
North Devon District Council	0	0	4	6	0	5	15	5.0	1.2	100%	63%
East Lindsey District Council	1	0	1	8	1	4	15	2.8	1.2	80%	63%
Stratford-on-Avon District Council	0	0	2	3	0	3	8	2.2	1.2	100%	63%
North Kesteven District Council	1	0	1	8	0	2	12	1.7	1.2	100%	63%
Adur District Council	1	2	5	3	1	1	13	1.5	1.2	50%	63%
Allerdale Borough Council	0	1	0	1	0	1	3			100%	
Arun District Council	1	0	5	9	1	1	17	0.6	1.2	50%	63%
Cotswold District Council	0	0	3	6	0	1	10	1.1	1.2	100%	63%
Mid Devon District Council	0	2	2	5	1	1	11	1.2	1.2	50%	63%
Mid Suffolk District Council	0	0	1	4	1	1	7	0.9	1.2	50%	63%
South Hams District Council	1	1	4	8	2	1	17	1.1	1.2	33%	63%
South Holland District Council	0	1	1	5	3	1	11	1.0	1.2	25%	63%
South Somerset District Council	0	0	0	1	0	1	2			100%	
Torridge District Council	0	0	4	3	3	1	11	1.5	1.2	25%	63%
Babergh District Council	2	3	5	8	0	0	18	0.0	1.2		63%
Breckland District Council	1	0	1	7	5	0	14	0.0	1.2	0%	63%
Copeland Borough Council	0	0	0	0	2	0	2			0%	
Hambleton District Council	0	0	0	0	1	0	1			0%	
King's Lynn & West Norfolk Council	0	0	3	8	1	0	12	0.0	1.2	0%	63%
Selby District Council	0	0	1	0	0	0	1				
West Lindsey District Council	0	0	0	7	2	0	9	0.0	1.2	0%	63%