

Benchmarking data for LCC Statistical neighbours – Local Government and Social Care  
Ombudsman complaints and investigations during 2017-18

Local Authority	New Complaints Received	2017 Mid Year Popn Estimate	Complaints per 100,000 residents	Referred Back for Local Resolution (Premature)	Closed after Initial Enquiries (Not Investigated)	Investigations Undertaken	% Fault Found
Cambridgeshire	39	648,200	6.0	15	15	8	63
Oxfordshire	44	682,400	6.4	14	12	12	58
Worcestershire	51	588,400	8.7	20	12	14	79
Hampshire	126	1,370,700	9.2	53	33	21	52
Leicestershire	69	690,200	10.0	24	25	10	50
North Yorkshire	65	611,600	10.6	15	28	27	70
Gloucestershire	67	628,100	10.7	23	19	16	50
Derbyshire	93	792,000	11.7	44	31	16	50
Warwickshire	69	564,600	12.2	31	12	26	42
Nottinghamshire	102	817,900	12.5	26	32	45	56
Devon	102	787,200	13.0	33	31	32	53
Essex	191	1,468,200	13.0	61	55	60	58
Suffolk	99	757,000	13.1	43	22	16	81
Northamptonshire	97	741,200	13.1	40	17	28	75
Somerset	81	555,200	14.6	42	11	19	63
Staffordshire	132	870,800	15.2	39	28	50	80
<b>TOTAL</b>	<b>1427</b>	<b>12573700</b>		<b>523</b>	<b>383</b>	<b>400</b>	<b>61</b>

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