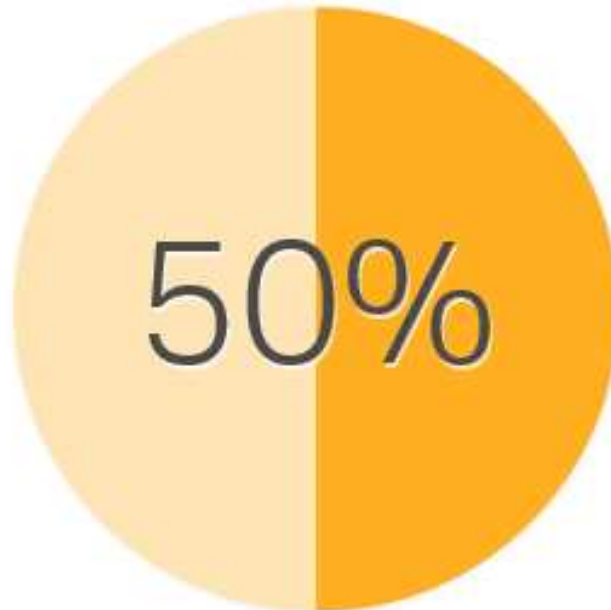


Benchmarking data for LCC Statistical neighbours – Local Government and Social Care
Ombudsman complaints and investigations during 2018-19

Local Authority	New Complaints Received	2018 Mid Year Popn Estimate	Complaints per 100,000 residents	Referred Back for	Closed after Initial	Investigations Undertaken	% Fault Found
				Local Resolution (Premature)	Enquiries (Not Investigated)		
Cambridgeshire	53	651,482	8.1	22	11	13	62
Oxfordshire	59	687,524	8.6	17	17	18	50
Hampshire	122	1,376,316	8.9	42	35	25	84
Gloucestershire	66	633,588	10.4	19	23	21	52
Worcestershire	68	592,057	11.5	30	16	14	57
Warwickshire	67	571,010	11.7	24	20	17	76
Leicestershire	82	698,268	11.7	27	26	16	50
Nottinghamshire	104	823,126	12.6	31	22	35	51
Northamptonshire	97	747,622	13.0	39	25	27	67
North Yorkshire	82	614,505	13.3	20	21	28	71
Essex	198	1,477,764	13.4	53	52	73	66
Somerset	76	559,399	13.6	25	13	22	55
Devon	116	795,286	14.6	34	31	34	65
Suffolk	111	758,556	14.6	33	35	31	71
Derbyshire	118	796,142	14.8	57	26	19	63
Staffordshire	131	875,219	15.0	34	39	50	72
TOTAL	1550	12,657,864	12.2	507	412	443	63

Leicestershire County Council Performance 2018-19

Complaints upheld



■ **50%** of complaints we investigated were upheld.

This compares to an average of **64%** in similar authorities.

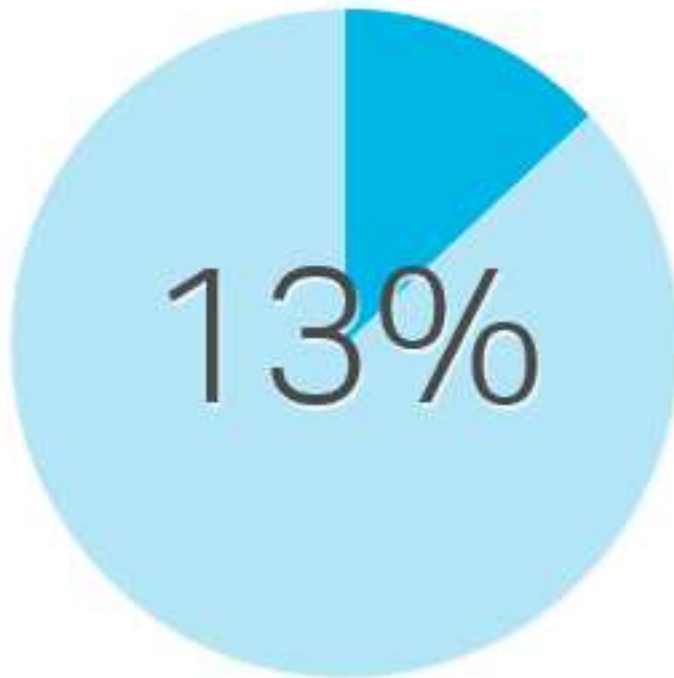
Leicestershire County Council Performance 2018-19



■ In **100%** of cases we were satisfied the Council had successfully implemented our recommendations.

This compares to an average of **99%** in similar authorities.

Leicestershire County Council Performance 2018-19



■ In **13%** of upheld cases we found the Council had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **9%** in similar authorities.