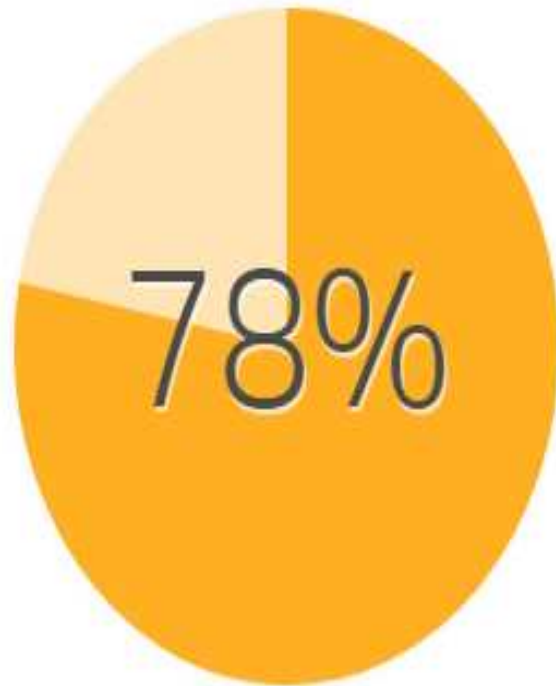


Benchmarking data for LCC Statistical neighbours – Local Government and Social Care Ombudsman complaints and investigations during 2019-20

| Local Authority | New Complaints Received | 2019 Mid Year Popn Estimate | Complaints per 100,000 residents | % Fault Found |
|------------------------|--------------------------------|------------------------------------|---|----------------------|
| Warwickshire | 47 | 577,933 | 8.1 | 75 |
| Oxfordshire | 58 | 691,667 | 8.4 | 76 |
| Hampshire | 139 | 1,382,542 | 10.1 | 55 |
| Leicestershire | 75 | 706,155 | 10.6 | 78 |
| Cambridgeshire | 71 | 653,537 | 10.9 | 86 |
| Worcestershire | 65 | 595,786 | 10.9 | 86 |
| Devon | 93 | 802,375 | 11.6 | 58 |
| Nottinghamshire | 102 | 828,224 | 12.3 | 68 |
| Northamptonshire | 96 | 753,278 | 12.7 | 76 |
| North Yorkshire | 79 | 618,054 | 12.8 | 67 |
| Somerset | 74 | 562,225 | 13.2 | 75 |
| Suffolk | 103 | 761,350 | 13.5 | 77 |
| Gloucestershire | 93 | 637,070 | 14.6 | 52 |
| Derbyshire | 123 | 802,694 | 15.3 | 79 |
| Staffordshire | 147 | 879,560 | 16.7 | 59 |
| Essex | 285 | 1,489,189 | 19.1 | 68 |
| TOTAL | 1650 | | | 71 |

Leicestershire County Council Performance 2019-20




78% of complaints we investigated were upheld.

This compares to an average of 66% in similar authorities.

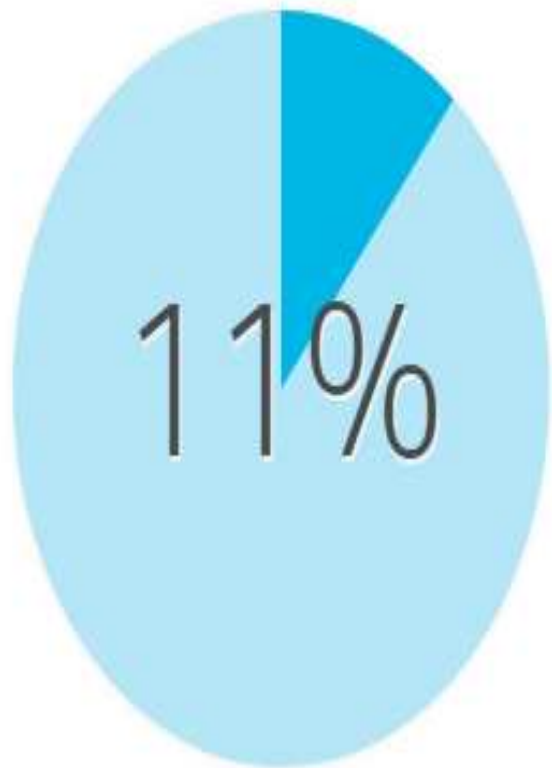
Leicestershire County Council Performance 2019-20



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

This compares to an average of **100%** in similar authorities.

Leicestershire County Council Performance 2019-20



■ In **11%** 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.