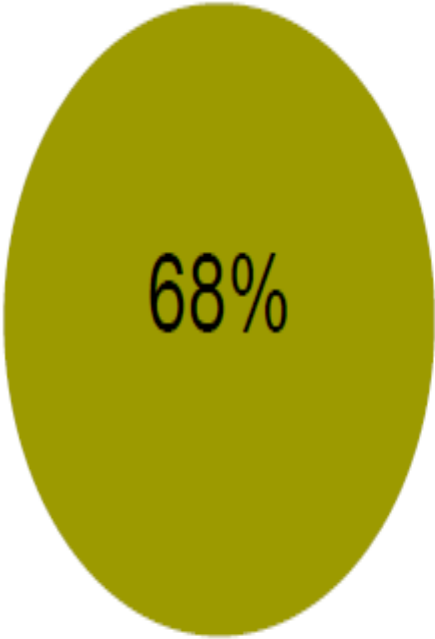


Benchmarking data for LCC Statistical neighbours – Local Government and Social Care Ombudsman complaints and investigations during 2020-21

Authority	New Complaints received	Total population (2020)	Complaints per 100,000 residents	% Fault Found
Oxfordshire	37	696,880	5.3	44
Worcestershire	32	598,070	5.4	89
Cambridgeshire	39	657,204	5.9	64
Somerset	36	563,851	6.4	76
Leicestershire	52	713,085	7.3	68
Nottinghamshire	65	833,377	7.8	54
Northamptonshire (former authority)	61	757,181	8.1	65
Hampshire	115	1,389,206	8.3	87
Gloucestershire	54	640,650	8.4	55
North Yorkshire	53	620,610	8.5	74
Warwickshire	50	583,786	8.6	67
Essex	134	1,497,759	8.9	72
Derbyshire	81	807,183	10.0	68
West Sussex	89	867,635	10.3	75
Staffordshire	100	883,172	11.3	84
Suffolk	95	761,246	12.5	67

Leicestershire County Council Performance 2020-21

Complaints upheld



68%

68% of complaints we investigated were upheld.

This compares to an average of 71% in similar authorities.

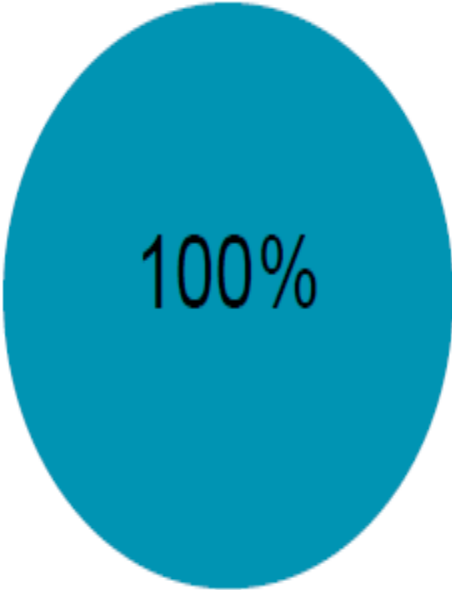
13

upheld decisions

Statistics are based on a total of 19 detailed investigations for the period between 1 April 2020 to 31 March 2021

Leicestershire County Council Performance 2020-21

Compliance with Ombudsman recommendations



100%

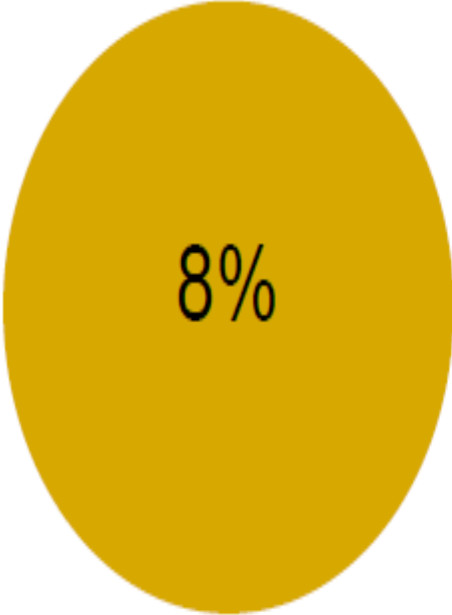
In 100% of cases we were satisfied the authority had successfully implemented our recommendations.

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

Statistics are based on a total of 7 compliance outcomes for the period between 1 April 2020 to 31 March 2021

Leicestershire County Council Performance 2020-21

Satisfactory remedy provided by the authority



8%

In 8% of upheld cases we found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of 8% in similar authorities.

1

satisfactory remedy decision

Statistics are based on a total of 19 detailed investigations for the period between 1 April 2020 to 31 March 2021