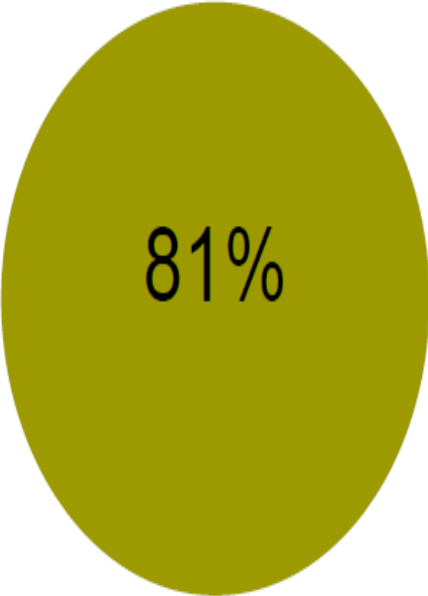


## Benchmarking data for LCC Statistical neighbours – Local Government and Social Care Ombudsman complaints and investigations during 2021-22

Authority	New Complaints received	Total population (2020)	Complaints per 100,000 residents	% Fault Found
Cambridgeshire	60	657,204	9.1	72
Oxfordshire	64	696,880	9.2	70
Warwickshire	54	583,786	9.2	74
Nottinghamshire	82	833,377	9.8	70
Worcestershire	61	598,070	10.2	63
Hampshire	144	1,389,206	10.4	83
Derbyshire	86	807,183	10.7	80
Gloucestershire	69	640,650	10.8	70
Staffordshire	104	883,172	11.8	67
North Yorkshire	74	620,610	11.9	63
Essex	179	1,497,759	12.0	77
Somerset	70	563,851	12.4	50
Leicestershire	89	713,085	12.5	81
West Sussex	128	867,635	14.8	65
Devon	140	810,716	17.3	63
Suffolk	148	761,246	19.4	61

# Leicestershire County Council Performance 2021-22

## Complaints upheld



81%

81% of complaints we investigated were upheld.

This compares to an average of **71%** in similar organisations.

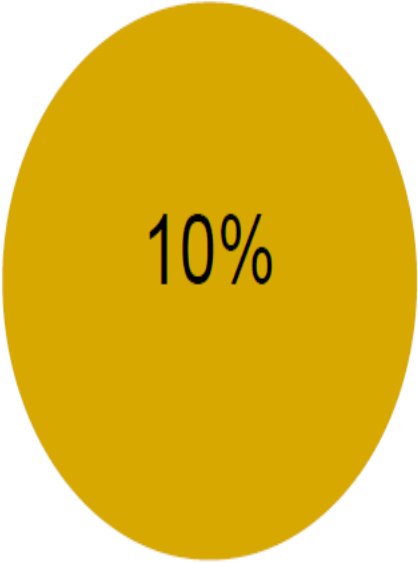
21

upheld decisions

Statistics are based on a total of **26** investigations for the period between 1 April 2021 to 31 March 2022

# Leicestershire County Council Performance 2021-22

## Satisfactory remedy provided by the organisation



10%

In **10%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **8%** in similar organisations.\*

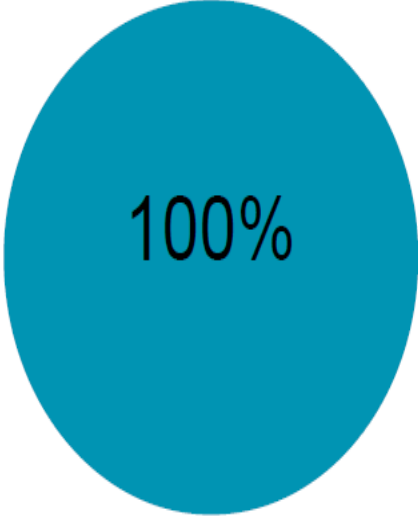
2

satisfactory remedy decisions

Statistics are based on a total of **21** upheld decisions for the period between 1 April 2021 to 31 March 2022

# Leicestershire County Council Performance 2021-22

## Compliance with Ombudsman recommendations



100%

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

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

Statistics are based on a total of **17** compliance outcomes for the period between 1 April 2021 to 31 March 2022

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.