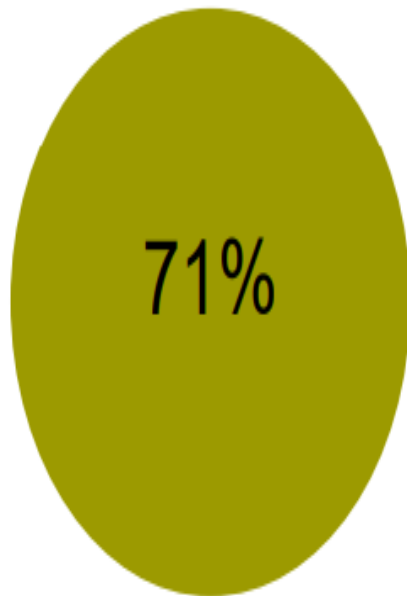


Benchmarking data for LCC Statistical neighbours – Local Government and Social Care Ombudsman complaints and investigations during 2022-23

Local Authority	New Complaints	Uphold Rat	Complaints per 100,000 resident
Gloucestershire	88	61	14
Leicestershire	117	71	16
Warwickshire	59	73	10
Devon	161	74	20
North Yorkshire (forme	79	78	13
Cambridgeshire	76	78	11
Essex	141	79	9
West Sussex	103	80	12
Nottinghamshire	76	81	9
Derbyshire	97	81	12
Suffolk	143	83	19
Hampshire	143	83	10
Staffordshire	123	84	14
Somerset (former auth	90	86	16
Oxfordshire	102	91	14
Worcestershire	70	92	12

Leicestershire County Council Performance 2022-23

Complaints upheld



71% of complaints we investigated were upheld.

This compares to an average of **80%** in similar organisations.

27
upheld decisions

Statistics are based on a total of **38** investigations for the period between 1 April 2022 to 31 March 2023

Leicestershire County Council Performance 2022-23

Compliance with Ombudsman recommendations



100%

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

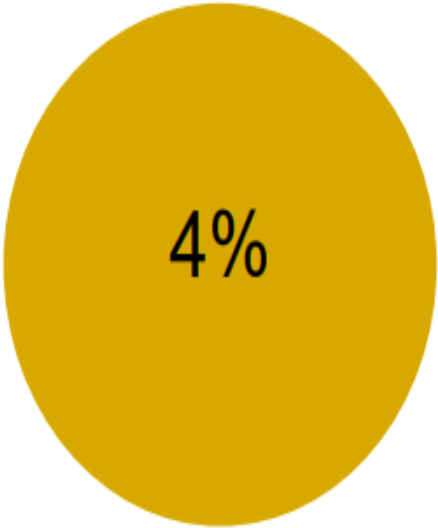
This compares to an average of **100%** in similar organisations.

Statistics are based on a total of **25** compliance outcomes for the period between 1 April 2022 to 31 March 2023

- 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.

Leicestershire County Council Performance 2022-23

Satisfactory remedy provided by the organisation



4%

In **4%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **6%** in similar organisations.

1

satisfactory remedy decision

Statistics are based on a total of **27** upheld decisions for the period between 1 April 2022 to 31 March 2023