

Local Government & Social Care Ombudsman complaint reviews for East Staffordshire Borough Council



Written by LGA Research from Local Government Association

Introduction

The Local Government & Social Care Ombudsman, formerly the Local Government Ombudsman (LGO) investigates complaints from the public about councils and National Park Authorities in England. It also investigates complaints about registered adult social care providers. The Local Government & Social Care Ombudsman is a free, independent and impartial service. Where necessary, it will recommend remedies to put things right.

This report is one of a series of reports in LG Inform based on a single collection, the aim is to provide users with quick and easy access to all the metrics contained in the collection and present this in a variety of charts, tables and maps. Users may wish to use the report in its entirety or select individual elements to download or reuse in their own LG Inform reports. The data in the report is updated annually around July of each year, with the adult social care subcategories data updated later.

To allow authorities to respond to the Covid-19 pandemic, the Ombudsman did not accept new complaints and stopped investigating existing cases between March and June 2020. This reduced the number of complaints it received and decided in the 2020-21 year. Please consider this when comparing data from previous years.

Executive summary

The Local government complaint review for 2021/22 show that for East Staffordshire:

- 6 complaints and enquiries were received
- 7 decisions were made about cases
- 1 cases were upheld
- 50% complaint decisions were upheld
- 0% of upheld cases the authority had provided a satisfactory remedy before the complaint reached the Ombudsman
- 1 cases with a compliance outcome were recorded
- 100% of cases the Ombudsman was satisfied the authority successfully implemented the recommendations to remedy the complaint

Complaints received

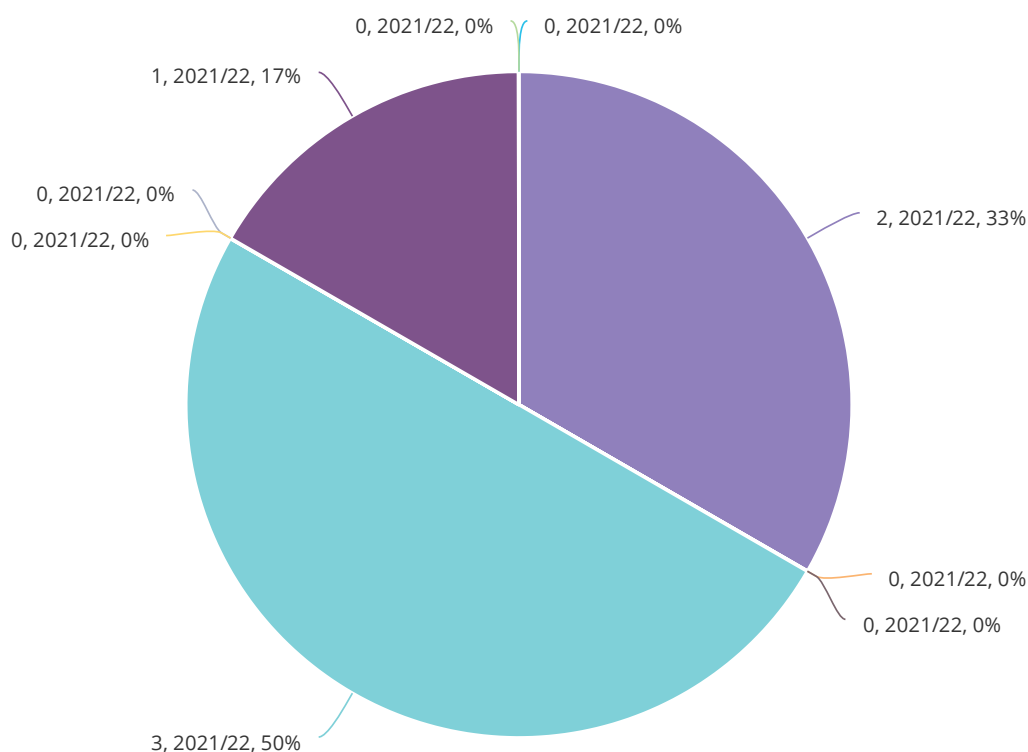
East Staffordshire received 6 complaints in 2021/22, an increase from 5 complaints in 2020/21. This ranked East Staffordshire Target area not found in ranks. of East Staffordshire CIPFA nearest neighbours in 2021/22 for least number of complaints received.

You should be cautious when using these statistics to monitor the performance of organisations. This is because the number of new cases the Ombudsman receive doesn't simply depend on the number of problems people have with local services. There are lots of other factors to consider. For example:

- **Demographics** - An organisation that serves a large population is likely to see more complaints. This could also influence the kind of complaints that are made. For example, a community that includes a high proportion of older people may raise more complaints about adult social care services.
- **Local conditions** - Sometimes, one-off events can generate multiple complaints about the same organisation. For example, the Ombudsman might receive several complaints from people who oppose a council's decision to grant planning permission for a large housing development.
- **Expectations** - Not everyone who receives a poor service goes on to raise a complaint with the Ombudsman and some people are less likely to complain than others. So, a fall in the number of received complaints may reflect lower expectations rather than an improvement in services.
- **Signposting** - A high number of received complaints might reflect an organisation that is good at letting people know they can ask the Ombudsman for an independent investigation.

Complaints are broken down by service area, these categories can be seen in the chart below.

Ombudsman complaints received by category



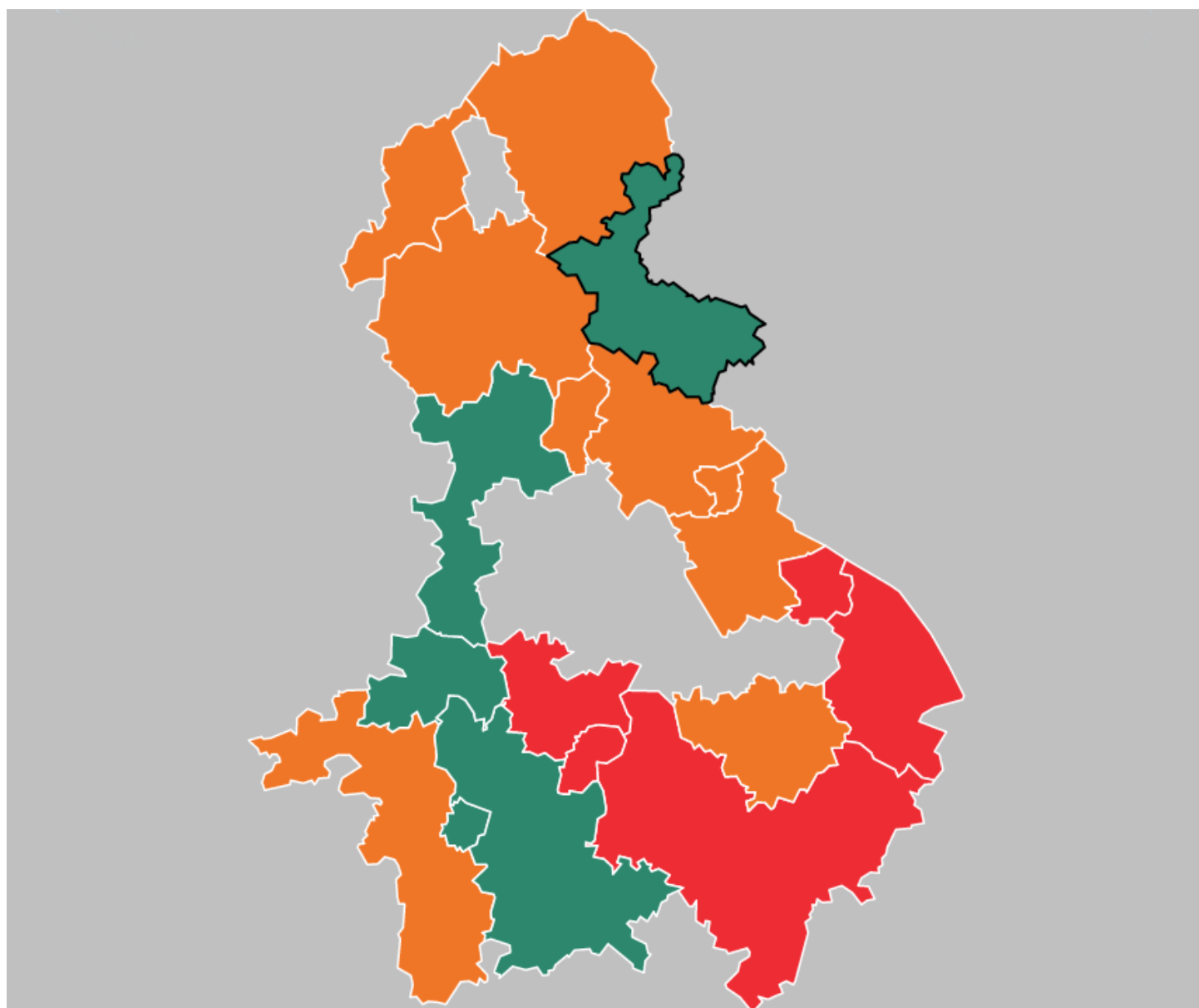
- East Staffordshire - Adult social care - Complaints
- East Staffordshire - Benefits and tax - Complaints
- East Staffordshire - Corporate and other services - Complaints
- East Staffordshire - Education and children's services - Complaints
- East Staffordshire - Environmental services, public protection and regulation - Complaints
- East Staffordshire - Highways and transport - Complaints
- East Staffordshire - Housing - Complaints
- East Staffordshire - Planning and development - Complaints
- East Staffordshire - Other - Complaints

Source:

Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to adult social care](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to benefits and tax services](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to corporate and other services](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to education and children's services](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to environmental services, public protection and regulation](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to highways and transport](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to housing](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to planning and development](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to other issues](#)

Number of complaints and enquiries received by the Local Government & Social Care Ombudsman per 100,000 population for All local authority districts in West Midlands

Quartiles for All local authority districts in West Midlands in 2021/22



Source:

Calculated by LG Inform, [Number of Ombudsman complaints \(per 100000 people\)](#).

Number of complaints and enquiries received by the Local Government & Social Care Ombudsman (from 2014/15 to 2021/22) for East Staffordshire

Area	Number of Ombudsman complaints						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
	Complaints						
East Staffordshire	12	8	9	13	15	8	5

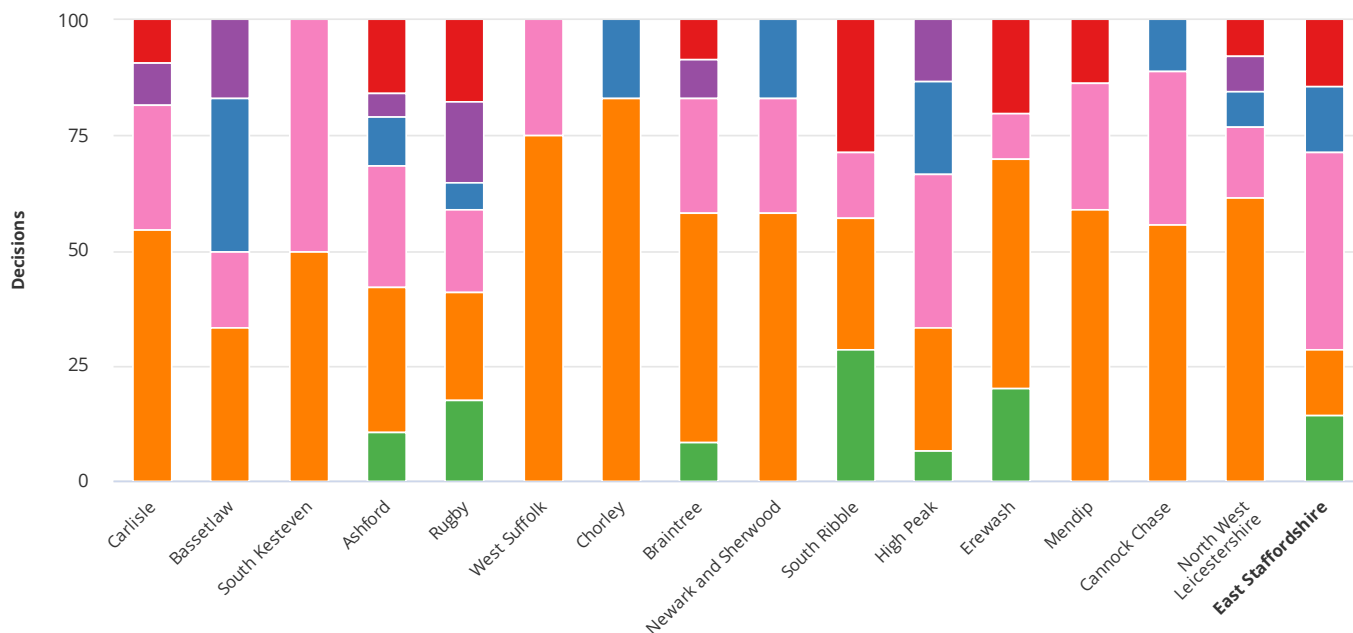
Decisions made

Of the 7 decisions about East Staffordshire that were made during 2021/22, 1 were upheld by the Local Government & Social Care Ombudsman. An outcome may fall into a different financial year to the complaint.

This is the number of decisions the Ombudsman make on the cases they see. It is important to know that not all complaints and enquiries are appropriate to investigate. Decisions are reported by the following outcomes:

- **Upheld** - The Ombudsman completed a detailed investigation and found evidence of fault, or they found the organisation accepted fault early on.
- **Invalid or incomplete** - The Ombudsman were not given enough information to consider the issue.
- **Advice given** - The Ombudsman provided early advice or explained where to go for the right help.
- **Referred back for local resolution** - The Ombudsman found the complaint was brought to them too early because the organisation involved was not given the chance to consider it first.
- **Closed after initial enquiries** - The Ombudsman assessed the complaint but decided against completing a full investigation. This might be because the law says they're not allowed to investigate it, or because it would not be an effective use of public funds if they did.
- **Not upheld** - The Ombudsman completed a detailed investigation but did not find evidence of fault.

Ombudsman complaints and enquiries decisions by outcome (2021/22) for East Staffordshire CIPFA nearest neighbours



- Number of Ombudsman complaints - upheld 2021/22
- Number of Ombudsman complaints - invalid or incomplete 2021/22
- Number of Ombudsman complaints - advice given 2021/22
- Number of Ombudsman complaints - referred back for local resolution 2021/22
- Number of Ombudsman complaints - closed after initial enquiries 2021/22
- Number of Ombudsman complaints - not upheld 2021/22

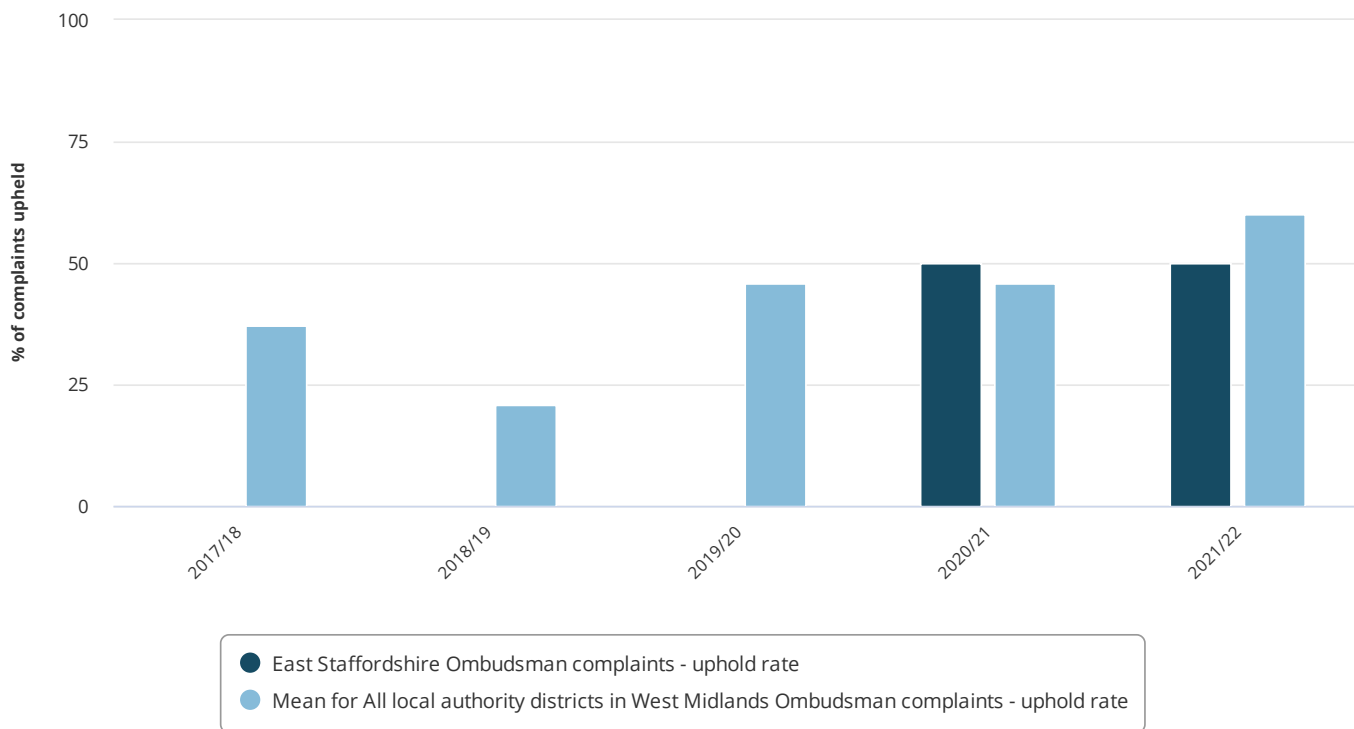
Source:

Local Government & Social Care Ombudsman, [Number of complaint decisions upheld by the Local Government & Social Care Ombudsman](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries decided by the Local Government & Social Care Ombudsman deemed invalid or incomplete](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries decided by the Local Government & Social Care Ombudsman where advice was given](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries decided by the Local Government & Social Care Ombudsman that were referred back for local resolution](#)
 Local Government & Social Care Ombudsman, [Number of complaints and enquiries decided by the Local Government & Social Care Ombudsman that were closed after initial enquiries](#)
 Local Government & Social Care Ombudsman, [Number of complaint decisions not upheld by the Local Government & Social Care Ombudsman](#)

Uphold rate

When the Local Government & Social Care Ombudsman conduct a detailed investigation of a complaint they either uphold the complaint or not uphold it. The rate of complaints investigated that were upheld for East Staffordshire was 50% in 2021/22. The average rate of investigated complaints upheld for East Staffordshire CIPFA nearest neighbours was 37% in 2021/22. An outcome may fall into a different financial year to the complaint.

Proportion of complaint decisions upheld by the Local Government & Social Care Ombudsman (from 2017/18 to 2021/22) for East Staffordshire

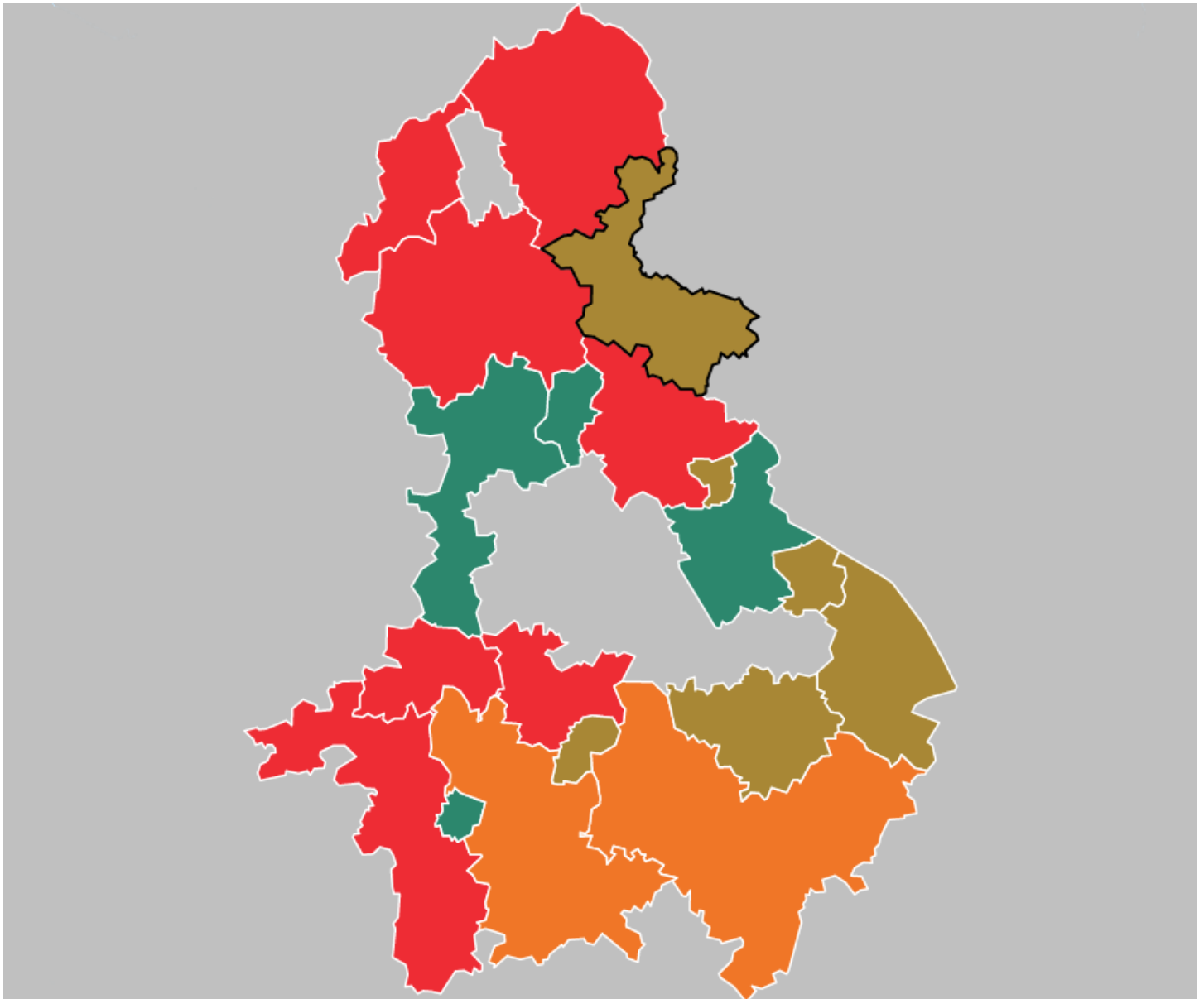
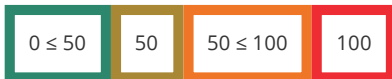


Source:

Local Government & Social Care Ombudsman, [Proportion of complaint decisions upheld by the Local Government & Social Care Ombudsman](#)

Proportion of complaint decisions upheld by the Local Government & Social Care Ombudsman for All local authority districts in West Midlands

Quartiles for All local authority districts in West Midlands in 2021/22



Source:

Local Government & Social Care Ombudsman, [Proportion of complaint decisions upheld by the Local Government & Social Care Ombudsman](#)

Proportion of complaint decisions upheld by the Local Government & Social Care Ombudsman (from 2014/15 to 2021/22) for East Staffordshire

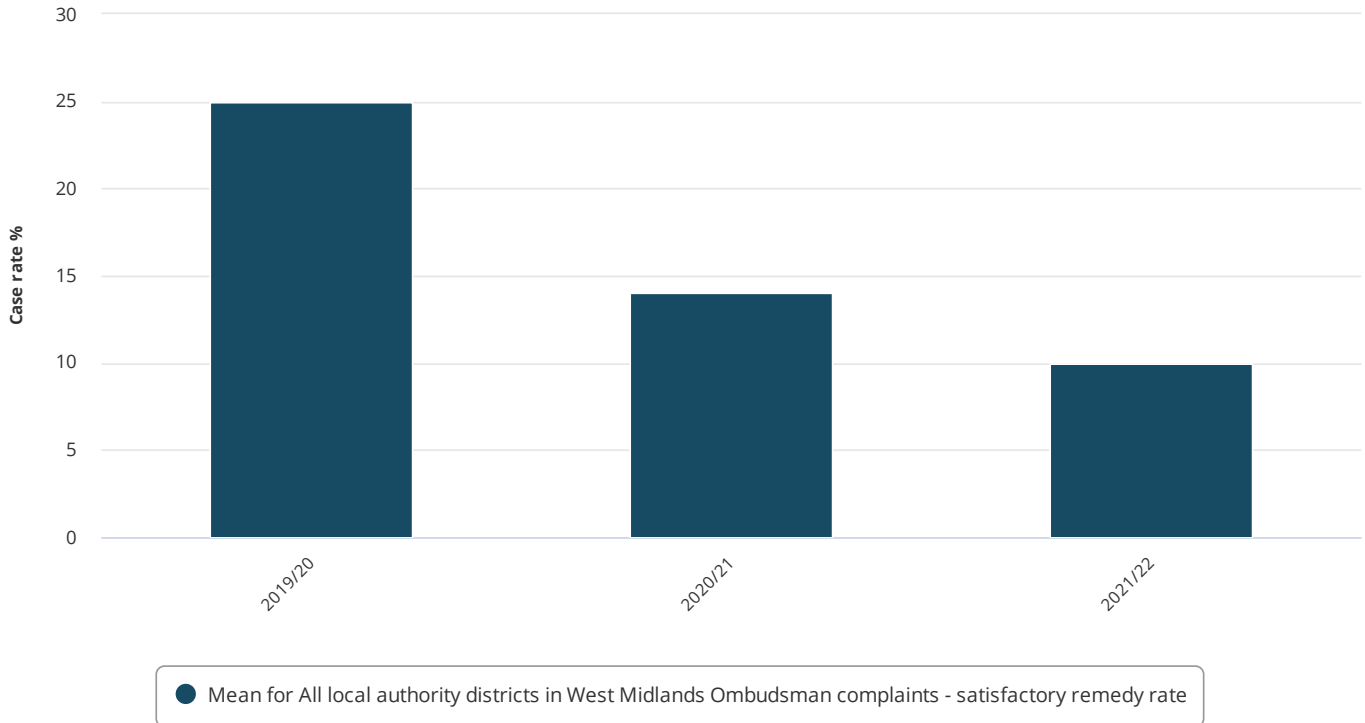
Area	Ombudsman complaints - uphold rate						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
	%						
East Staffordshire	33	0	0	0	0	Not Applicable	50

Satisfactory remedy rate

The proportion of upheld cases for East Staffordshire where it provided a satisfactory remedy before the complaint reached the Ombudsman was 0% in 2021/22. The average satisfactory remedy rate for East Staffordshire CIPFA nearest neighbours was 33% in 2021/22. An outcome may fall into a different financial year to the complaint.

Authority provided a satisfactory remedy before the complaint reached the Ombudsman - These are complaints the Ombudsman upheld and they agreed with how the authority offered to put things right. This measure was introduced in 2018/19.

Proportion of upheld cases where the authority provided a satisfactory remedy before the complaint reached the Ombudsman (from 2019/20 to 2021/22) for East Staffordshire



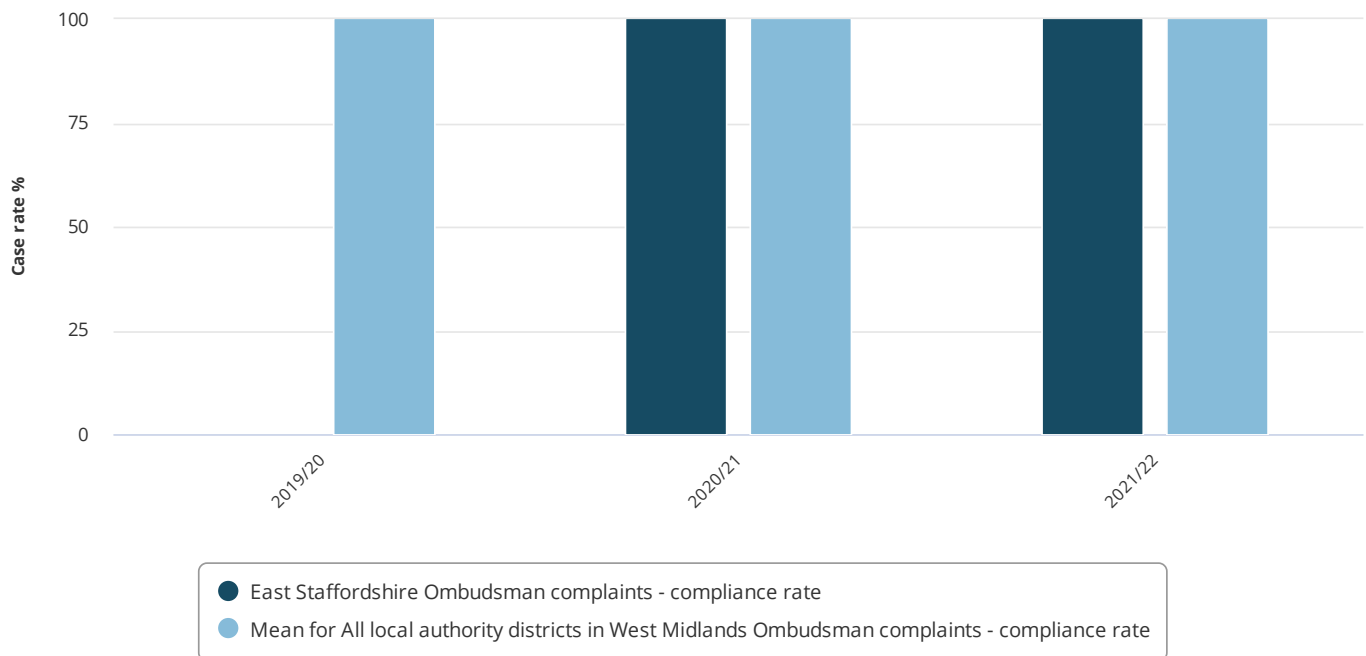
Source: Local Government & Social Care Ombudsman, [Proportion of upheld cases where the authority provided a satisfactory remedy before the complaint reached the Ombudsman](#)

Compliance rate

The proportion of upheld cases for East Staffordshire where the Ombudsman was satisfied the authority successfully implemented the recommendations to remedy the complaint was 100% in 2021/22. The average compliance rate for East Staffordshire CIPFA nearest neighbours was 100% in 2021/22. An outcome may fall into a different financial year to the complaint.

Compliance with Ombudsman recommendations - These are cases where the Ombudsman recommended a remedy to put things right for the person affected. Their recommendations try to put people back in the position they were before the fault. The Ombudsman monitor authorities to ensure they comply with the recommendations. The compliance rate records the percentage of cases where the organisation provided satisfactory evidence of their compliance with the recommendations. This measure was introduced in 2018/19.

Proportion of Local Government & Social Care Ombudsman cases recommendations to remedy the complaint were satisfactorily complied (from 2019/20 to 2021/22) for East Staffordshire



Source: Local Government & Social Care Ombudsman, [Proportion of Local Government & Social Care Ombudsman cases recommendations to remedy the complaint were satisfactorily complied](#)