

## Local Government and Social Care Ombudsman – Annual Review Letter 2020-21

### Comparison with Previous Years:

	2020-21	2019-20	2018-19
<b>Number of Decisions</b>	105		
<i>Number of detailed investigations</i>	40	44	50
<i>Adults</i>	15	21	26
<i>Children and Families</i>	21	16	16
<i>Corporate</i>	4	7	8
<b>Upheld Decisions</b>	37 (92.5%)	26 (59%)	36 (72%)
<b>Compliance with Ombudsman Recommendations</b>	100%	100%	94%

### Points for Consideration

- Reduction of detailed investigations carried out by the LGSCO from 44 to 40
- An upheld rate of 92.5% which is an increase on the previous year. Looking at the data; these numbers include the Ombudsman’s investigations on behalf of the Perton Action Group in relation to Transport Appeals. The Ombudsman provided individual outcomes to these investigations even though the issues investigated were the same. This has affected the data.
- The Council has achieved a 100% compliance rate in respect of accepting and implementing the Ombudsman’s recommendations. This a positive outcome which demonstrates that the Council is focused on the outcome of complaints and what actions can be taken to remedy and implement wider learning for the authority
- Once again, the Ombudsman has highlighted that some recommendations were not implemented within agreed timescales, reporting that 18 cases out of the 30 recommended remedies were not completed within timescale. It should be noted that the delay does not always sit with the Council. In some cases, complainants/service users will not engage to implement recommendations. This is not taken into consideration by the Ombudsman.