

Local Government and Social Care Ombudsman (LGO)

A Comparison of the performance of Worcestershire County Council to neighbouring authorities

Complaints Upheld – 66% average in similar authorities

Shropshire had 11 upheld decisions which was 41% of those the LGO investigated
 Gloucestershire had 12 upheld decisions which was 52% of those the LGO investigated
 Herefordshire had 15 upheld decisions which was 71% of those the LGO investigated
 Warwickshire had 6 upheld decisions which was 75% of those the LGO investigated
 Birmingham has 119 upheld decisions which was 78% of those the LGO investigated
Worcestershire had 19 upheld cases which was 86% of those the LGO investigated

The LGO made additional findings in 8 cases he upheld and in a further 7 upheld cases he disagreed with Worcestershire's findings not to uphold a complaint and determined in the complainant's favour. It is difficult to see how we can improve our performance in this category unless we adopt a less stringent and more empathetic approach in investigating complaints

Compliance with LGO recommendations – 100% average in similar authorities

Birmingham had 100% compliance based on 114 cases
 Shropshire had 100% compliance based on 12 cases
 Herefordshire had 100% compliance based on 11 cases
 Gloucestershire had 100% compliance based on 7 cases
 Warwickshire had 100% compliance based on 6 cases
Worcestershire had 92% compliance based on 12 cases

There was in fact just 1 case in which we did not comply with the LGO recommendations in a timely manner and it was an Adult Social Care case (and is the one referred to in the LGO's Annual Letter). The complaint had also involved the NHS Trust and we delayed some remedial actions while waiting on a response from them. In addition, the Assistant Director genuinely believed that the LGO had agreed to a delay in delivering the agreed recommendations.

Satisfactory remedies provided by the authority – 9% average in similar authorities

Gloucestershire did not provide a satisfactory remedy before determination by the LGO in any of the cases investigated
 Warwickshire did not provide a satisfactory remedy before determination by the LGO in any of the cases investigated
 Birmingham provided a satisfactory remedy before determination by the LGO in 4% of the cases investigated
 Shropshire provided a satisfactory remedy before determination by the LGO in 9% of the cases investigated
 Herefordshire provided a satisfactory remedy before determination by the LGO in 13% of the cases investigated
Worcestershire provided a satisfactory remedy before determination by the LGO in 16% of the cases investigated.

Of the 29 cases determined by the LGO on the CRU records, 24 of them had already been put through a complaint procedure by this Council. In the case of a Children's Social Care complaint that would have meant 3 stages of complaint investigation, including an Independent Review Panel. Worcestershire are performing above the average in the measure of satisfactory remedy provided by the authority before determination by the LGO.