

PLYMOUTH CITY COUNCIL

Subject: Analysis of Local Government Ombudsman Annual Report
Committee: Audit Committee
Date: 7 December 2017
Cabinet Member: Councillor Glenn Jordan
CMT Member: Andrew Hardingham
(Interim Joint Strategic Director for Transformation and Change)
Author: Hannah Daw, Performance Advisor
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Ref:
Key Decision: No
Part: I

Purpose of the report:

Each year the Local Government Ombudsman (LGO) sends each council an annual review letter which outlines the Ombudsman's position in relation to complaints monitoring. The 2017 LGO annual report provides an opportunity to review and discuss complaints that have been received about Plymouth.

After investigation, the LGO has found that for 2017, only 15 complaints out of 102 (14.7%) were upheld, this is an improvement on the rate upheld in 2016 (17.6%).

This briefing provides analysis of the LGO annual review data and presents an annual summary for Plymouth comparing our local statistics with the relative benchmarks. It also highlights the lessons learned, how individual teams and services have responded to the LGO complaint and what our council has done differently following LGO intervention.

The Corporate Plan 2016 - 19:

This report contributes towards the priority activity within the Corporate Plan 2016-19 in relation to improving customer standards. The analysis and organisational learning contained within this paper also contributes towards the corporate performance indicator: Maintain a high percentage of complaints responded to within timeframe. This indicator sits within the Pioneering theme and supports the council to deliver services that are more accountable, flexible and efficient.

Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land:

No specific financial implications result from the LGO report.

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:

Customer 'Standards' are being developed with service areas as part of broader work on:

- Customer Service Strategy (to support the work around new Customer Standards)
 - Risk Management (to identify any risk management issues)
-

Equality and Diversity

Has an Equality Impact Assessment been undertaken? No

Recommendations and Reasons for recommended action:

To review the recommendations provided in the report and the activity updates that have occurred since.

Alternative options considered and rejected:

Published work / information:

[Local Government Ombudsman Annual Review Report 2017](#)

Background papers:

None

Sign off:

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Originating SMT Member Andrew Hardingham, Interim Joint Director for Transformation & Change													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

I. BACKGROUND INFORMATION

The Local Government Ombudsman (LGO) publishes annual complaint statistics for each of the authorities within England. This report in part provides an analysis of those statistics for Plymouth. This report also attempts to capture the lessons learned from the complaints.

Complaint Statistics

Peer group benchmarking is provided for each of the service area sections. However, care is required in interpreting the data information in this report as the number of complaints against an authority do not prove that it is a 'poor' or 'good' performing council; the larger the population an authority serves, the higher the number of complaints and enquiries. Also a significant uplift in complaint numbers does not necessarily show that a council has become worse at what it does. The LGO may have received several complaints about the same issue from different residents, for example a controversial planning decision or application.

Organisational Learning

Currently, the LGO sends complaints to a contact point within the Transformation and Change Directorate. The complaint is then monitored to ensure that the LGO receives the required responses. Once a complaint is received it is disseminated into the relevant service area, where the response is created and remedial action undertaken. There is no formal corporate process for undertaking tasks in relation to LGO complaints.

Once the LGO has concluded its involvement, responsibility for this is held locally within each team/service where the complaint was upheld.

2 SUMMARY OF COMPLAINTS UPHELD, KEY MESSAGES AND RECOMMENDATIONS

2.1 Complaints upheld summary

The table below provides summarised details for all LGO upheld complaints

Service		Complaint Description	Remedial Action	Changes and Learning
Adult Social Care	1	Complaint received about a transfer between care homes, perceived victimisation and the care provided by the old care home. No fault found that led to a significant injustice.	No Further Action Required	PCC accepts responsibility for poor communication as the Social Worker relied on Home A to update complainant which was admitted as an error. Apology that Home A response to complaint wasn't up to standard.
	2	Complaint received around perceived failure of care provided contributing to death. There is no evidence that the Council or the commissioned care provider failed to give appropriate care contributing to death. At times, there was poor recording of fluid and diet intake.	Apology, Training, Procedures	Record Keeping Policy reviewed, training days on diet and fluid chart record keeping provided and Attendance at Dignity Forum by the care provider
	3	The Council did not provide timely information about debts secured against a property. It also failed to reassess her clients' needs when it should have done. The Council has already taken steps to put things right and it has agreed to take the actions recommended to remedy the remaining injustice.	Apology, Procedure changes, Financial Redress and Training.	Procedures have now been changed in accordance with the Care Act so that debts against properties are now monitored. Staff training has been carried out.
	4	Complaint received about a Deprivation of Liberty Safeguard decision. The Council should have sought further advice about whether the continued use of a cot bed constituted a deprivation of liberty.	No Further Action	The Council accepts it did not fully investigate the situation in 2014 when it removed the bed. The decision to stop using the cot bed was based on professional advice provided. However, injustice was caused through not investigating the situation properly at the time and for not consulting with the complainant.
Tax and Benefits	5	The complaint is about how Council Tax payments were dealt with. There is some evidence of fault in how the Council has dealt with the complainants council tax payments.	Apology	Following this complaint, there has been a staff communication around care to be taken when updating or amending customer accounts. This account was closely monitored to ensure that there were no further process issues.
	6	Complaint received about the process for Council Tax	Apology	The Council withdrew the two summons and apologised to Mr B for

		non-payment recovery. The Council issued two summons for non-payment for Council tax when the complainant had asked for recovery action on hold. The Council also failed to tell the complainant that it withdrew another summons so he attended court when he did not need to.		not writing to him about the cancelled court date. This remedied the injustice caused to the complainant. This account was closely monitored to ensure that there were no further process issues.
	7	Complaint received about timely reply to the complainants queries about council tax support and bill. The council withdrew the summons it had issued during this period, thereby putting matters right. The complainant was not caused any further injustice because his bill has remained the same. The Council has offered a new payment plan to prevent any further recovery action.	No Further Action	Following this complaint, there has been a staff communication around care to be taken when updating or amending customer accounts. This account was closely monitored to ensure that there were no further process issues.
	8	The Council failed to post council tax documents to the proper address and wrongly took enforcement action, including a visit by enforcement agents. The Council has already removed the costs of the enforcement action. The Council will also post new bills to the correct address; pay the complainant £400 for upset and distress and apologise to him.	Apology, Financial Redress,	The final complainant received an apology as well as financial redress and the department has corrected the account issues which were created by user error. Following this complaint, there has been a staff communication around care to be taken when updating or amending customer accounts. This account was closely monitored to ensure that there were no further process issues.
Education and Children's Services	9	Complaint received about the de-registration of Foster Cares from Devon County Council who had children from Plymouth placed with them. Plymouth City Council and Council X have properly considered the complaint and responded appropriately. The outcome of the complaint does not undermine Council X's decision to de-register them as foster carers.	No Further Action	As a result of this complaint, it has been recognised internally that stronger communication between authorities within these circumstances is not only required but essential. It is unclear whether any formal communication processes have been altered as a result.
Environmental Services and Public Protection & Regulation	10	Complaint received in relation to failure to deliver a bin to the complainant's house. This meant the complainant had nowhere to store her household waste. The Council has agreed to take the actions recommended to put things right.	Apology, Financial Redress, Procedure Change	It has not been possible to locate the details of this complaint internally. Therefore to evidence organisation learning has not been possible.
Highways &	11	Complaint received about perceived failure to place	Apology,	Complainant wrote to her councillor complaining and this was not

Transport		parking restrictions in a lane. There was no fault found in the Council's not introducing these parking restrictions. The Council recognises fault for not replying to the complainant's letter.	Procedure Change	received by the council. No formal record exists. An apology was sent and we had made a commitment to review our communications. Between April 2016 and May 2017 it is unclear that any review had occurred. Member complaints are not recorded in Firmstep and a formal log was only created from May 2017.
Planning and Development	12	The Council did not properly respond to all the complaints received by one complainant received about anti-social behaviour experienced on a Gypsy/Traveller Site. The Council failed to ensure a response reached him due to an error in the email address it used for him and failed to properly manage the large number of diverse complaints submitted by the complainant on several occasions. This caused him injustice as he remained unclear whether the Council would look into his concerns or take any action to resolve the problems he was reporting.	Apology, Financial Redress, Procedure Change	Following this complaint it was recognised that there was lack of co-ordination of multiple complaints when received across different. This learning was fed into a transformation programme and included in new complaints Policy/Process Guide which had been approved by a project board and achieved Cabinet Member sign off.
	13 & 14	Complaint received from a couple and their neighbour that the council did not tell them about a major planning application which affected their homes. This denied them the opportunity to have their objections and their amenity considered. By retrospectively changing plans on the decision notice, the council denied them the opportunity to apply for judicial review.	Financial Redress Training	Another complaint relates to a major planning application which affected homes. This complaint is well document and resulted in additional recommendations following an internal audit report which went to scrutiny. Following this complaint independent training has been given to the planning Committee and changes in procedures have occurred.
	15	Complaint received following inadequate advice given to the complainant about his planning application refusal. The Council failed to provide all its reasons for refusal in pre-application discussions which then led to its refusal of a second application. There was fault by the Council because it did not properly consider the planning advice it initially gave. The Council agreed to remedy the injustice through a refund of the planning application fee he paid in addition to a payment of £100 for his time and trouble.	Financial Redress,	Following this complaint the council now identifies all the reasons for refusing a planning application rather than just the principle reason. This allows the applicant to address all the issues before resubmitting a planning application.

2.2 Key Messages

The key messages from the analysis of the 2016/17 LGO Annual Report data are as follows:

- Plymouth has seen an annual decrease in the total number of complaints received by the LGO. However this is 21% higher than it was four years ago.
- There has been a drop in complaints seen in Planning and Development and Education and Children's Services since the 2015/16 report.
- There has been an increase in complaints for Adult Social Care since 2014/15.
- Adult Social Care and Benefits and Tax received the most complaints, followed by Highways and Transport and Environmental and Public Protection and Regulation Services. The data reveals that for the latter two service areas, complaints are rarely upheld.
- Many of the complaints upheld related to an unsatisfactory initial response provided by the council.
- There is no process around member complaints and there is also no apparent link to casework tracking and LGO complaints.

2.3 Recommendations

1. Implement an improved corporate approach to all LGO complaints.
2. Resolve issues regarding corporate ownership to address issues that have been identified around the future organisational learning and service improvements from all escalated service complaints including LGO complaints.
3. Implement a two stage complaints process with responses coordinated via a central point which will also ensure overall standards are raised such quality and timeliness of response.
4. Develop and disseminate response standards for member enquiries and develop and implement a digital solution early 2018.

2.4 Progress update

The following activity has occurred to support delivery of the agreed recommendations:

Recommendation 1 - Currently, the LGO sends complaints to two separate contact points within the Transformation and Change Directorate. Both contact points monitor the complaint and ensure that the LGO receives the required responses. Historically, there has been no formal process for undertaking tasks in relation to LGO complaints nor has there been a consistent approach to ensure that lessons are learned centrally.

The Customer Experience Lead role, currently being reviewed for grading, will undertake a Quality Assurance role for contact with customers in relation to complaint responses and ensure consistent practice across Council departments in relation to all aspects of customer feedback including complaints including complaints received from MP casework, councillor casework, contact with the LGO, comments and compliments.

Recommendation 2 - The Assistant Director for Customer Services is now the lead officer for LGO complaint monitoring and organisational learning. This will ensure that a consistent approach to administration and monitoring.

Recommendation 3 - The Assistant Director for Customer Services has led a consultation process across the Council's directorate management teams regarding the introduction of a two stage complaint process: The two stage process will mean that complaints will be handled by the relevant officer in the first instance. Complaint responses from officers will include the contact

details of a Senior Manager, to be determined within each department, so that the customer can contact them should they be unhappy with the response and wish their complaint to be reviewed again. The complaint will be reviewed at this second stage and issued with a response which includes the LGO contact details so that the customer can contact them should they remain unhappy.

Comments and suggestions arising from the consultation are now being reviewed and incorporated into the processes being designed in Firmstep to accommodate a two stage process.

Responses will be coordinated using the Firmstep system and reviewed by a Customer Experience Lead role which is being developed within the Transformation and Change directorate. The role will have responsibility for the corporate customer experience and will seek to ensure overall standards are raised as well as ensure learning is used to develop customer insight and service improvement.

Recommendation 4

New Member Enquiry Response Standards (including casework) were developed and agreed by Leader of the Council in September. These were then disseminated by the Chief Executive on 20 September 2017 to all Council staff and Councillors. The aim of the refreshed Member Enquiry Response Standards policy is to promote consistency and quality in how officers respond to Member enquiries/casework.

To support the new standards, a more consistent method of recording, monitoring and reporting against Member enquiries is also being determined. Work is underway to develop a digital solution through Firmstep. User testing on the new solution has been completed and piloting is taking place towards the end of November. It is anticipated roll-out of the new solution will take place during December 2017 and January 2018. The work on Member response standards is being taken forward as part of a broader approach to improving customer service across the Council, including clarifying our complaints process.

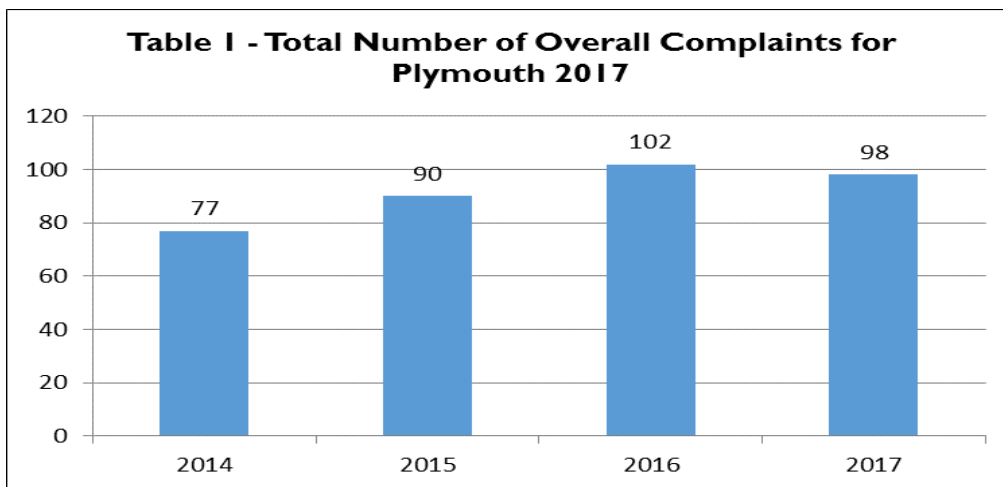
3. COMPLAINT STATISTICS 2017 OVERALL PLYMOUTH RESULTS

3.1 Complaints received

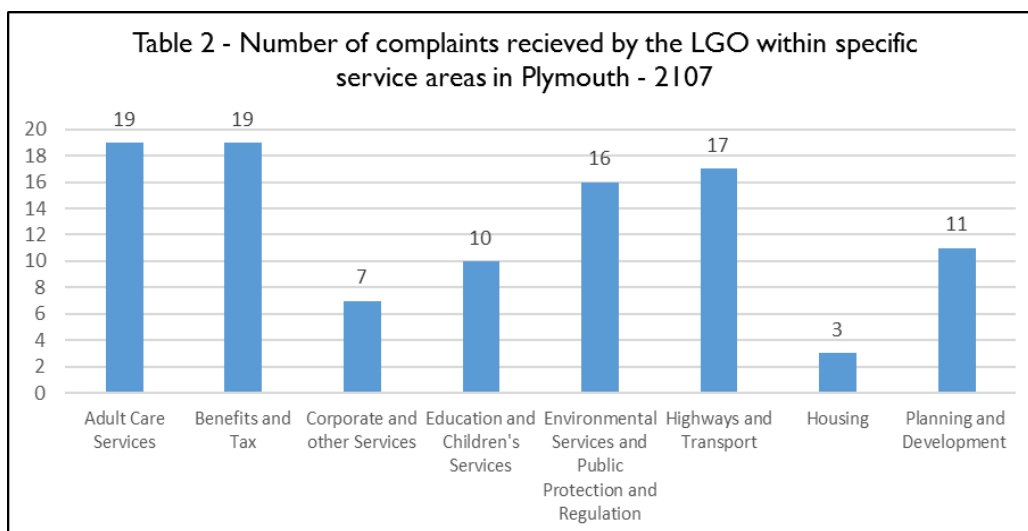
It is important to note that not all complaints are decided in the same year that they are received. The number of complaints received by the LGO for Plymouth in 2017 was 98. However figures in this briefing also include four complaints that were carried over from the previous year. Therefore 102 decisions were made by the LGO for Plymouth in 2017.

In 2017, the LGO received for England 19077 (slightly up from the year before) complaints at a rate of 0.35 per 1000. In 2017, 98 complaints and enquiries were received by the LGO for Plymouth. This is at a rate of 0.37 per 1000. Plymouth therefore received slightly more than the national average.

Following a rise in complaints over the last four years Plymouth has seen a slight reduction in the number of complaints received in 2016/17.



The table below shows distribution of the complaints received by the LGO for Plymouth within each of the specific service areas.

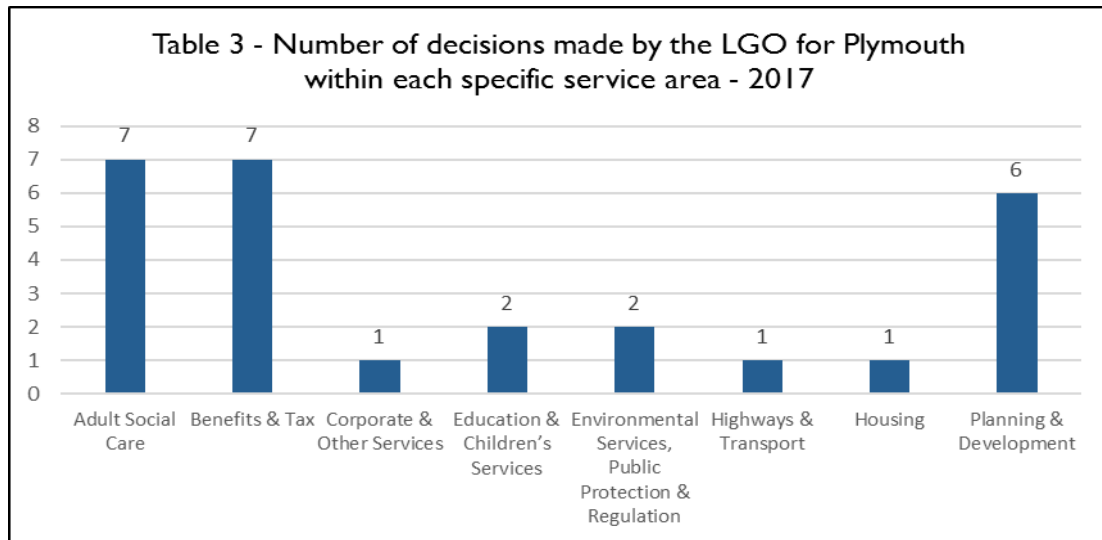


- Adult Social Care and Benefits and Tax received the most complaints, followed by Highways and Transport and Environmental and Public Protection and Regulation Services.
- Housing Services received the least complaints.

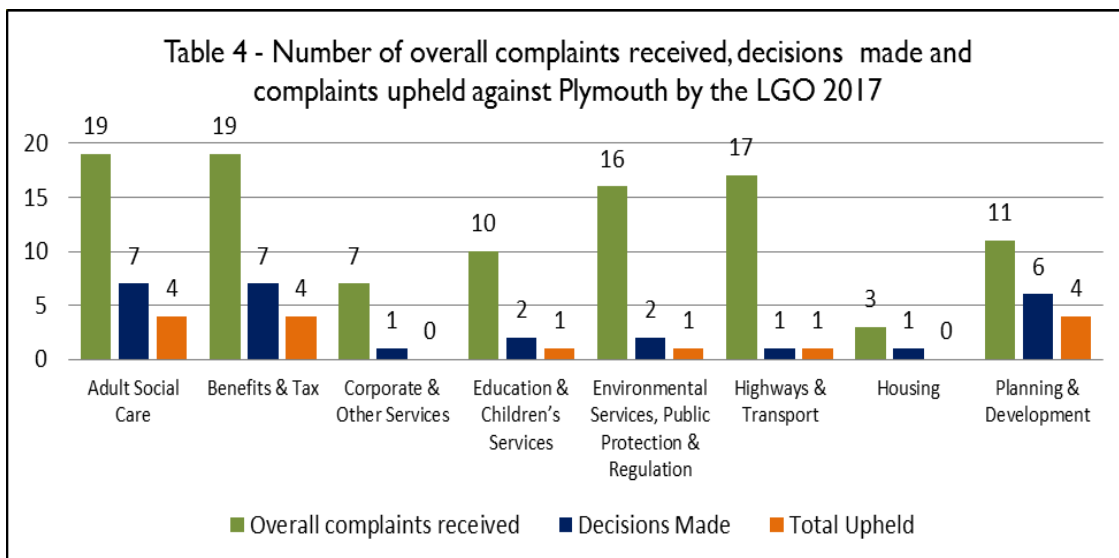
3.2 Complaint Decisions

A further four complaints were carried over from the previous year, therefore a total of 102 decisions were made by the LGO for Plymouth; this is fewer than the previous year when 108 decisions were made.

In 2017 of the complaints received for England, where a detailed investigation occurred, 53% were upheld. In Plymouth, the LGO conducted a detailed investigation into 27 complaints, of those 15 (56%) were upheld. This equates to 14.7% of the 102 total decisions made. The table below shows in which specific service areas complaints were subject to further investigation.



The number of complaints upheld against Plymouth has reduced this year by 2.9 percentage points.

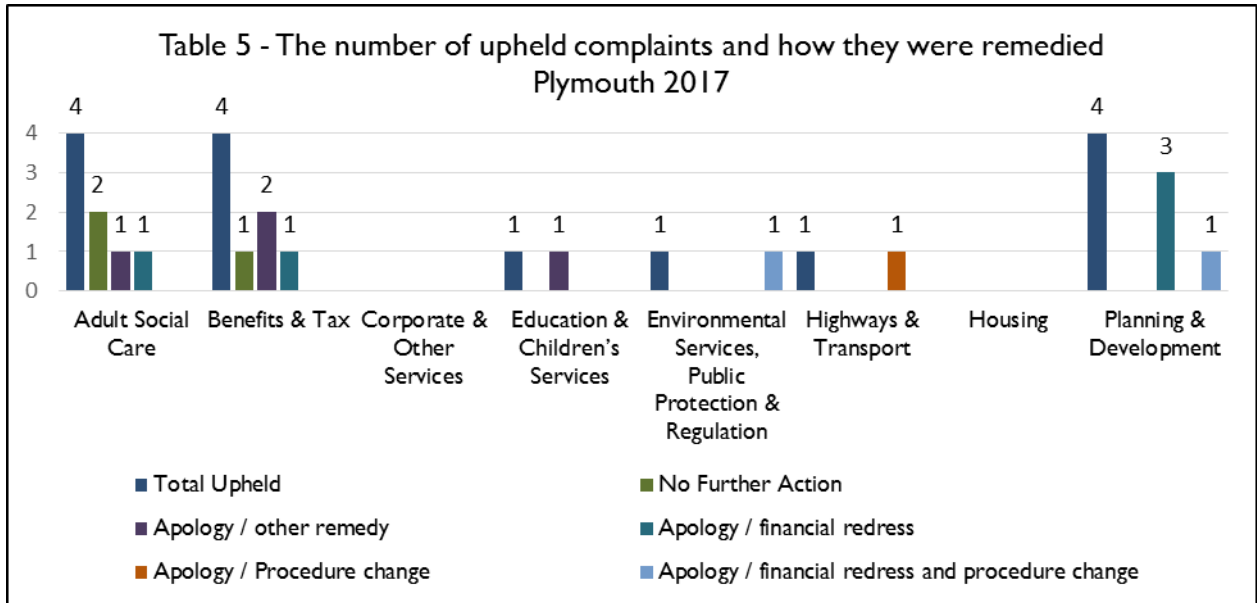


Appendix I provides information around the 102 decisions made and how they were remedied. Clarification around the categories of decisions can be found in appendix 2.

Remedial action for each of these complaints can be in the form of:

- Apology / Financial Redress
- Apology / Financial Redress and procedure change
- Apology / Procedure change
- Apology / other remedy
- No Further Action required

The chart below illustrates the remedial action that has occurred within each service area.

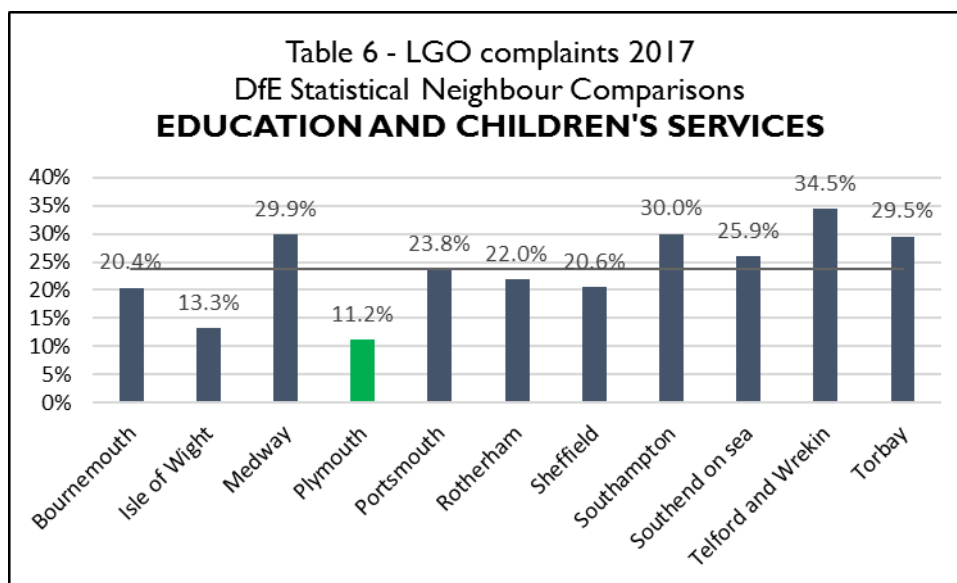


Appendix 3 illustrates the remedial action recommended by the LGO following their detailed investigations. Lessons learned from each of the upheld complaints can be found in the next section within each of the service area headings.

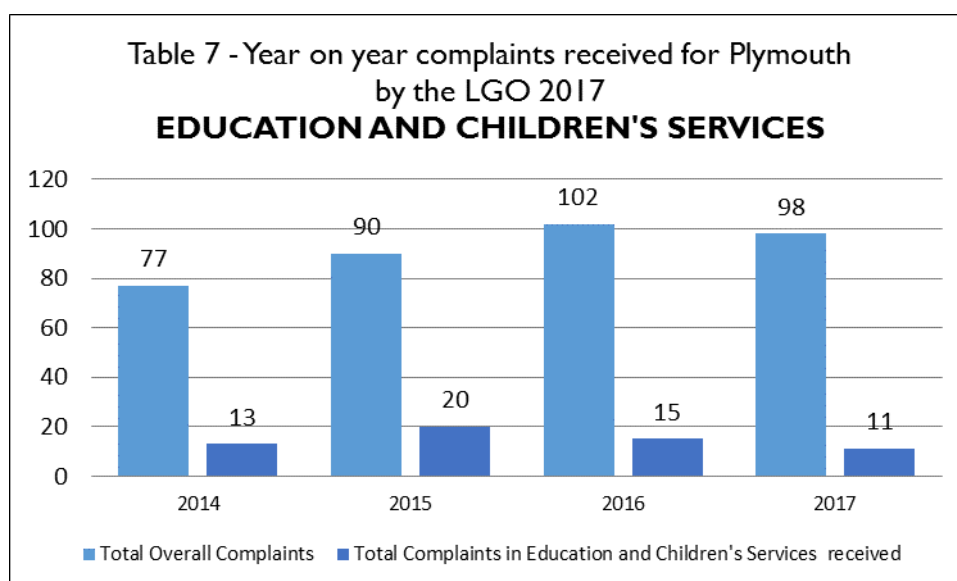
4. ANALYSIS OF COMPLAINTS RECEIVED FOR PLYMOUTH BY THE LGO

4.1 Education and Children's Services

The average amount of complaints received about Education and Children's Services within the DfE benchmarking group is 15.5 (23.7% of total overall complaints received). Plymouth performs favourably with less than the statistical neighbour average.



In total the LGO received 11 complaints and enquiries relating to Education and Children's Services in Plymouth. This is the lowest seen over recent years.

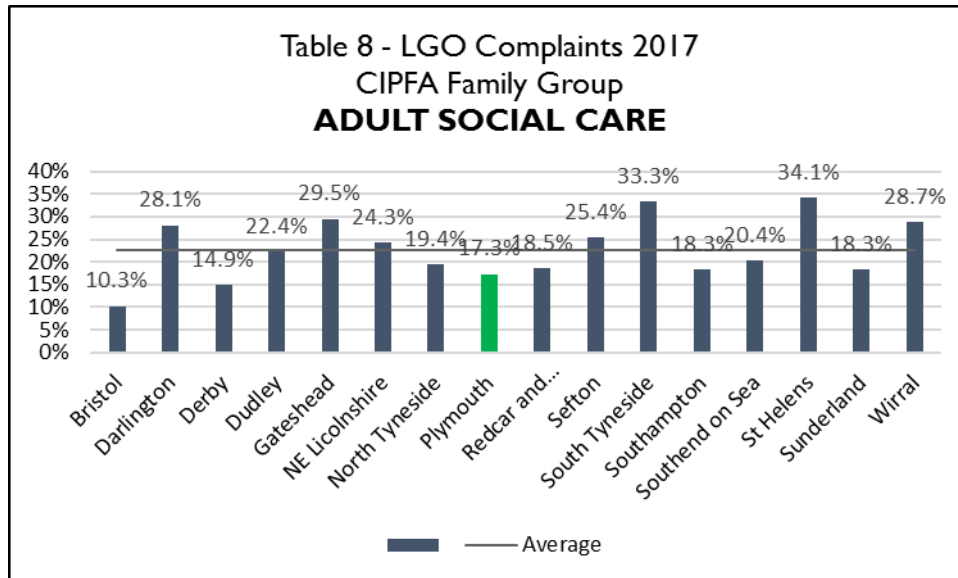


UPHELD COMPLAINTS AND LESSONS LEARNED

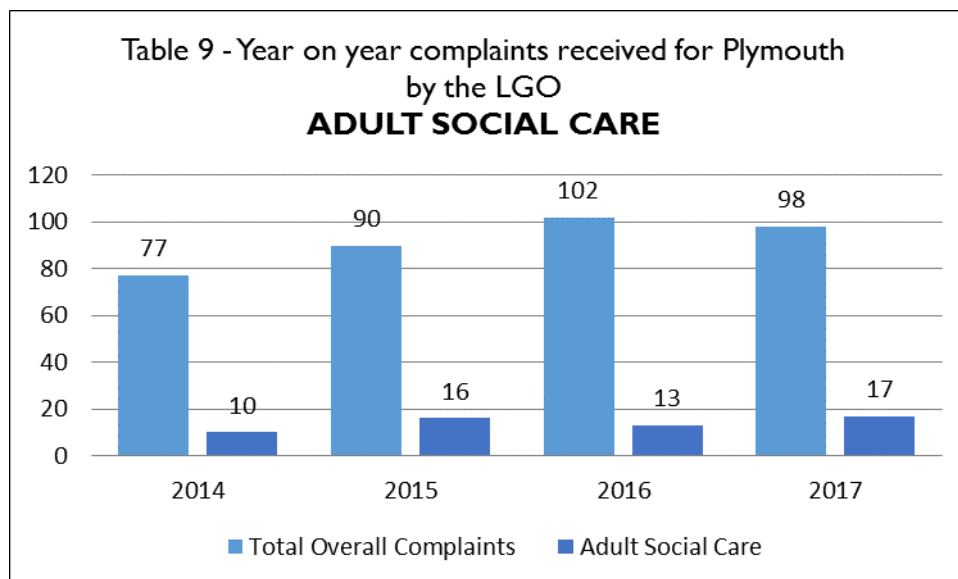
Of the 11 complaints received by the LGO, one was upheld. This complaint was in relation to the de-registration of Foster Carers by Devon County Council. The complainants escalated to the LGO in order to obtain reconsideration of their de-registration. Plymouth City Council was included within the complaint because the children in placement were under the care of Plymouth. As a result of this complaint, it has been recognised internally that stronger communication between authorities within these circumstances is not only required but essential. It is unclear whether any formal communication processes have been altered as a result.

4.2 Adult Social Care Services

The average amount of complaints received about Adult Social Care Services within the CIPFA Family Group is 23.7% of total overall complaints received. Plymouth performs favourably against the family group average.



In total Plymouth received 17 complaints and enquiries relating to Adult Social Care Services in 2017. This is the highest seen over recent years.



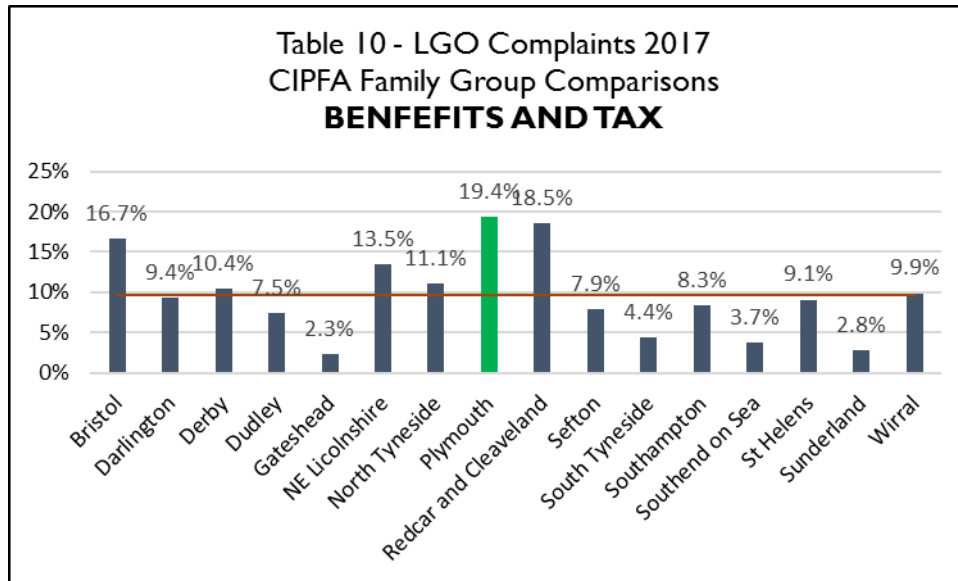
UPHELD COMPLAINTS AND LESSONS LEARNED

Of the 17 complaints received by the LGO, four were upheld; one identifies that the initial response to the complaint was not to the standard and tone expected from a PCC commissioned care home; another was in relation to inconsistent care recordings. A third complaint was in relation to ground rent debt at a care home, since this complaint process had changed regarding monitoring debts against properties in line with the Care Act 2014. A final complaint is in relation to communication with a service user around Deprivation of Liberty Safeguards but warranted No Further Action.

There are processes in place within the Quality Audit Improvement Team to ensure that lessons are learned and fed into commissioned services. In these cases provider training was undertaken on diet and chart record keeping alongside the review of record keeping policies.

4.3 Benefits and Tax Services

The average amount of complaints received about Benefits and Tax Services within the CIPFA Family Group is 9.7% of total overall complaints. Plymouth does not perform favourably against the family group average.



In total Plymouth received 19 complaints and enquiries relating to Benefits and Tax Services in 2017. This is the highest seen over recent years.

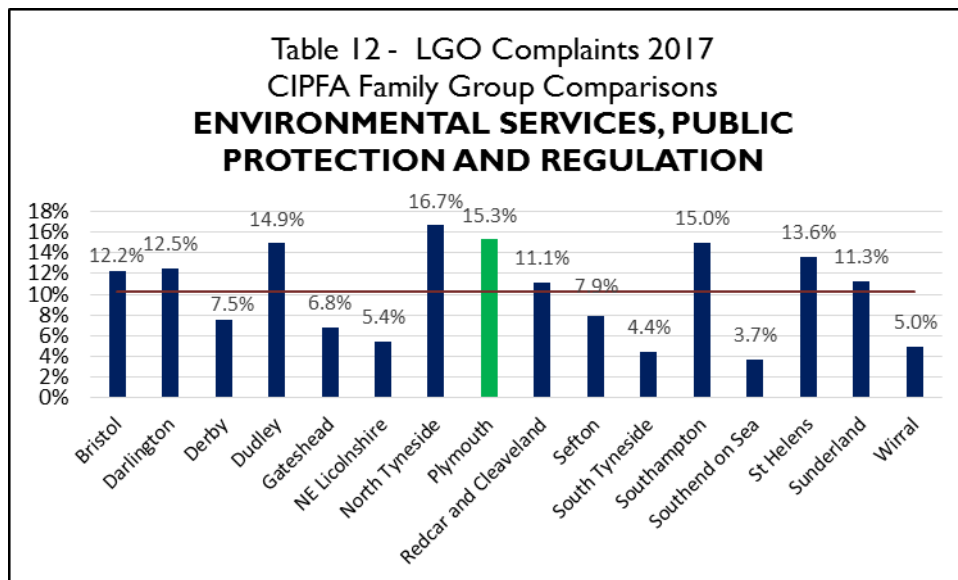
UPHELD COMPLAINTS AND LESSONS LEARNED

Of the 19 complaints received, four complaints were upheld by the LGO. These were all in relation to the handling of Council Tax. Of the four upheld complaints, one was fully resolved by the department before it reached the LGO and two complainants received a letter of apology. The final complainant received an apology as well as financial redress and the department has corrected the account issues which were created by user error. All accounts were closely monitored to ensure that there were no further process issues.

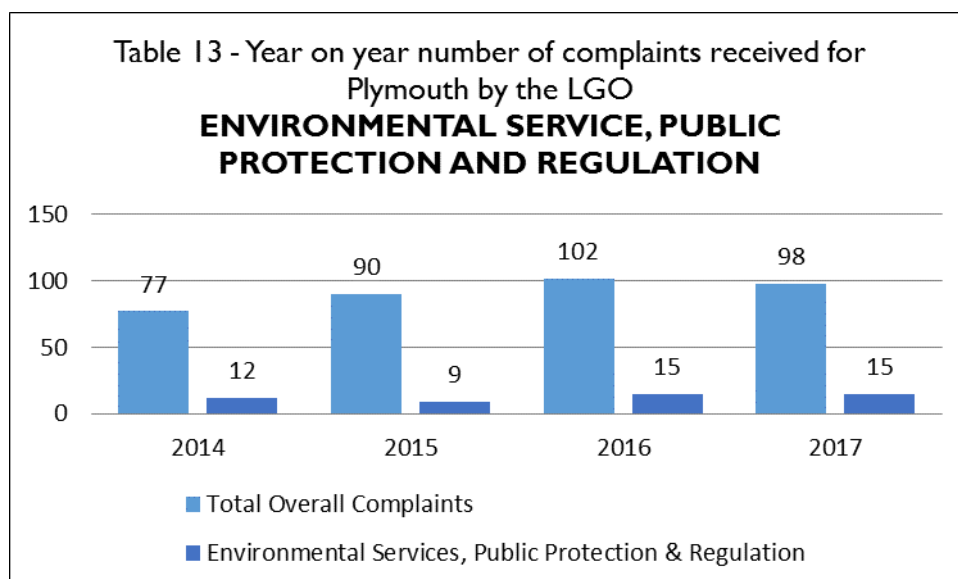
Following these complaints, there has been a staff communication around care to be taken when updating or amending customer accounts.

4.4 Environmental Services and Public Health and Regulation

The average amount of complaints received about Environmental Service and Public Health and Regulation Services within the CIPFA Family Group is 10.2% of total overall complaints received. Plymouth does not perform favourably against the family group average.



In total Plymouth received 15 complaints and enquiries relating to Environmental Services, Public Protection and Regulation Services in 2017. This is a sustained position from the previous year and an increase on the previous two year prior.

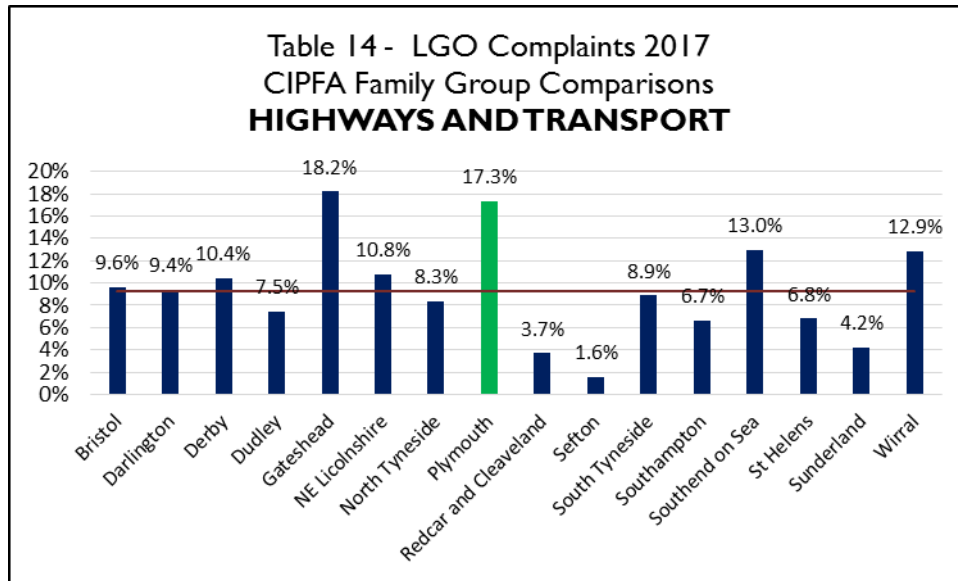


UPHELD COMPLAINTS AND LESSONS LEARNED

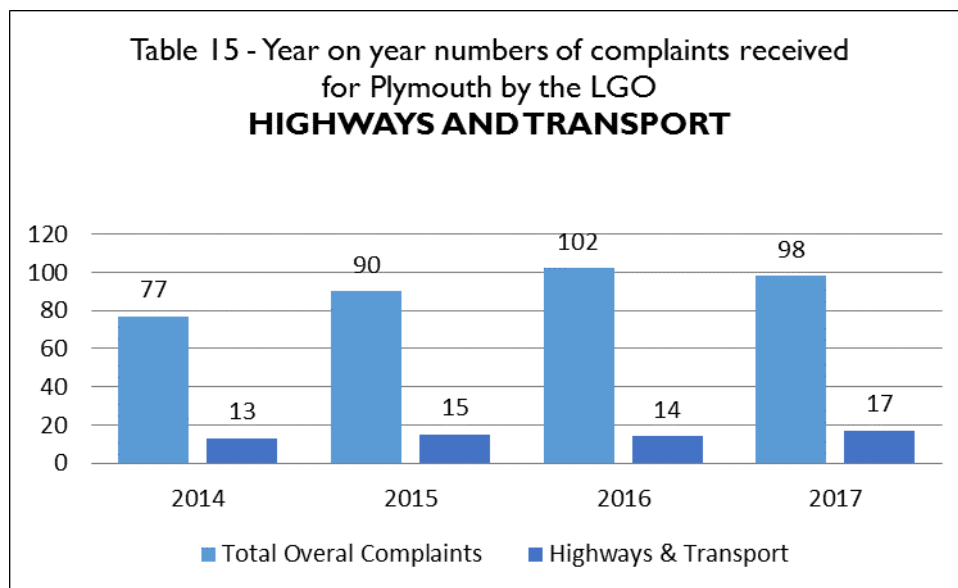
Of the 15 complaints received one was upheld. This was in relation to failure of a bin being delivered. It has not been possible to locate the details of this complaint internally. Therefore to evidence organisation learning has not been possible.

4.5 Highways and Transport Services

The average amount of complaints received about Highways and Transport Services within the CIPFA Family Group is 9.3% of total overall complaints received. Plymouth does not perform favourably against the family group average.



In total Plymouth received 17 complaints and enquiries relating to Highways and Transport Services in 2017. This is the highest seen over recent years.

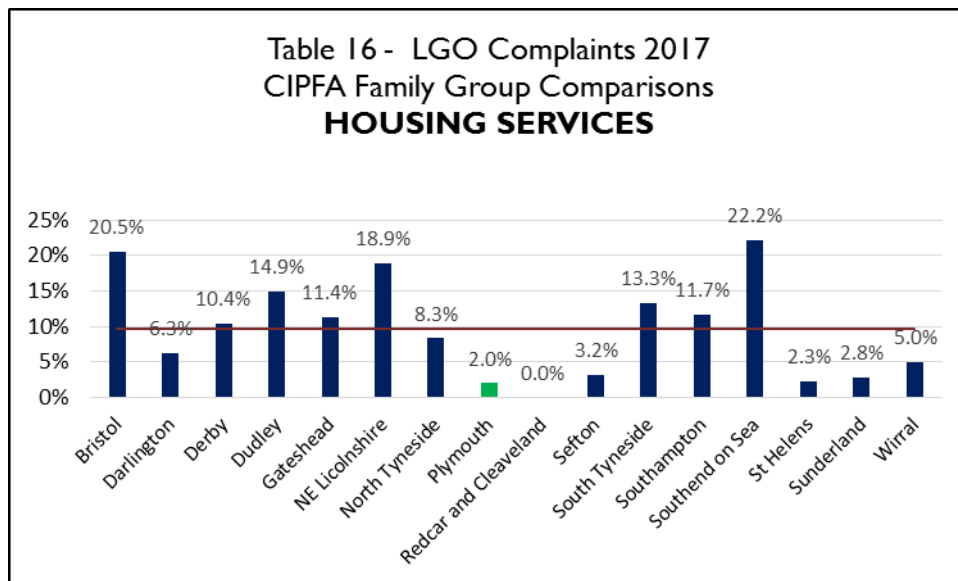


UPHELD COMPLAINTS AND LESSONS LEARNED

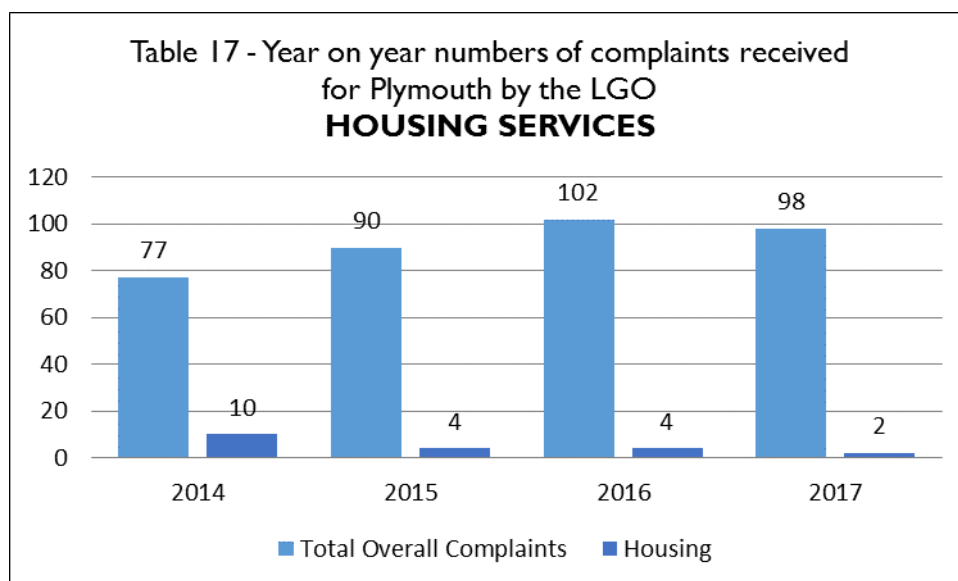
One complaint was upheld by the LGO. This was in relation to parking. A complaint raised with a local councillor was not received by the council. No formal record exists of this complaint. An apology was sent and a commitment to review our communications was made. Between April 2016 and May 2017 it is unclear that any review had occurred. A formal log of member complaints in this specific service area was created from May 2017. No member complaints across the council are logged within the corporate platform for recording complaints – ‘Firmstep’.

4.6 Housing Services

The average amount of complaints received about Housing Services within the CIPFA Family Group is 9.6% of total overall complaints received. Plymouth performs favourably against the family group average.



In total Plymouth received two complaints and enquiries relating to Housing Services in 2017. This is the lowest seen over recent years.



UPHELD COMPLAINTS AND LESSONS LEARNED

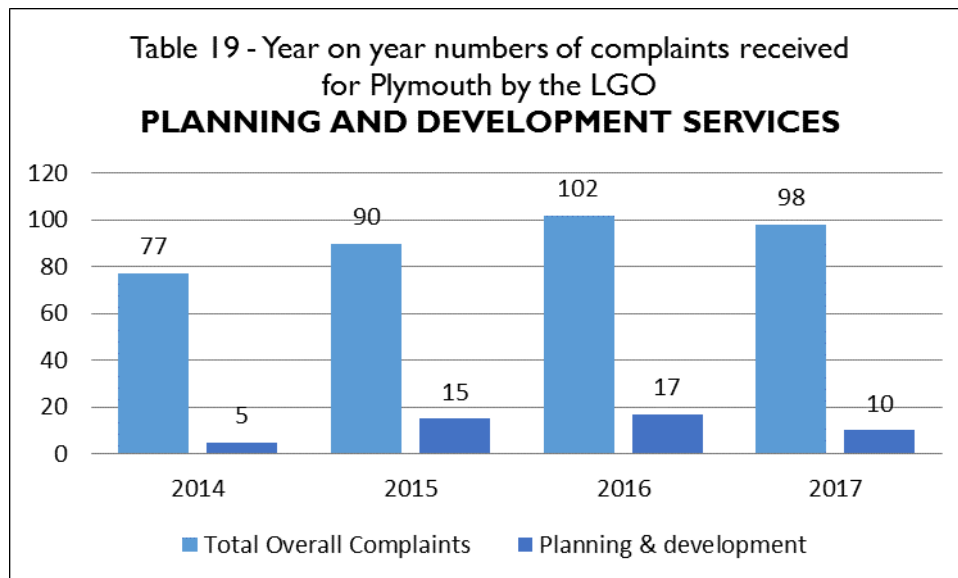
Of the two complaints received, none were upheld. However please see section 4.7 – Planning and Development - where one complaint was upheld in relation to Gypsy and Travellers, which may be of interest.

4.7 Planning and Development Services

The average amount of complaints received about Planning and Development Services within the CIPFA Family Group is 8.9% of total overall complaints received. Plymouth performs slightly above the family group average.



In total Plymouth received 11 complaints and enquiries relating to Planning and Development Services in 2017. This is the lowest seen over recent years.



UPHELD COMPLAINTS AND LESSONS LEARNED

Of the 10 complaints received, four were upheld; one in relation to a large number of complaints from one complainant sent across different council departments about anti-social behaviour from a Gypsy/Traveller community. Following this complaint it was recognised that there was lack of co-ordination of multiple complaints when received across different departments. This learning was fed into a transformation programme and included in a new Complaint Policy/Process Guide that had been approved by a project board and achieved Cabinet Member sign off.

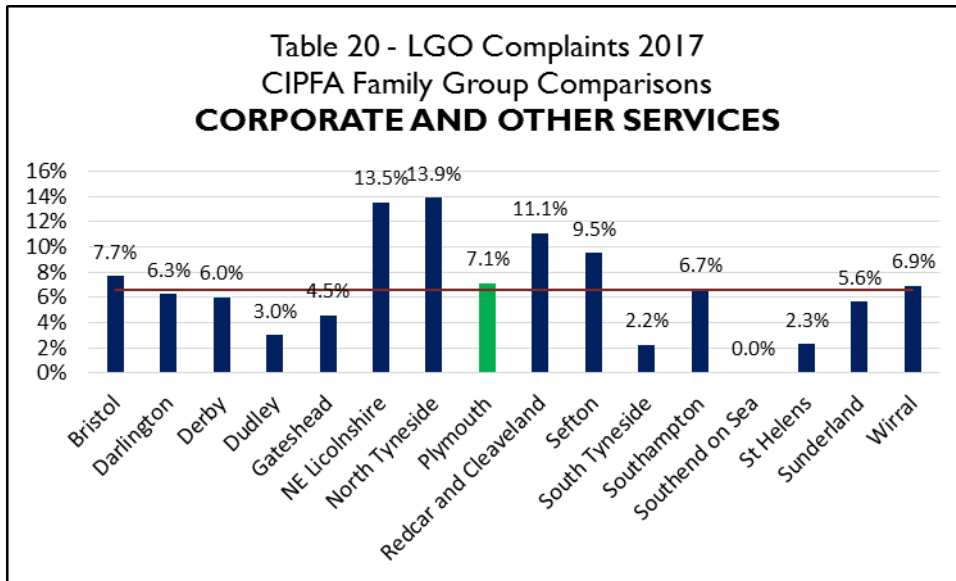
Another complaint, was received by two different members of the public and relates to a major planning application which affected homes. This complaint is well document and resulted in additional recommendations following an internal audit report which went to Scrutiny. Following

this complaint, independent training has been given to the Planning Committee and changes in procedures have occurred.

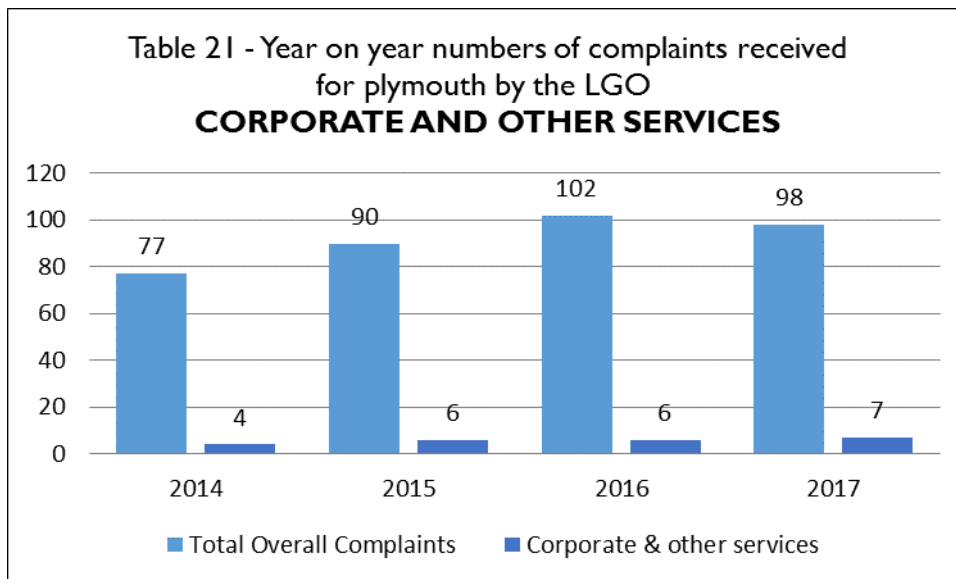
A final complaint relates to advice provided around minor planning permission. The complainant wrote to the Ombudsman after receiving the Council's complaint response. Following this complaint the Council now identifies all the reasons for refusing a planning application rather than just the principle reason. This allows the applicant to address all the issues before resubmitting a planning application.

4.8 Corporate Services

The average amount of complaints received about Corporate and Other Services within the CIPFA Family Group is 6.6% of total overall complaints received. Plymouth does not perform favourable against the family group average.



In total Plymouth received 7 complaints and enquiries relating to Corporate and Other Services in 2017. This is a slight increase on previous years.



UPHELD COMPLAINTS AND LESSONS LEARNED

Of the seven complaints received, none were upheld.

Appendix 1 – Decisions made by the Ombudsman for Plymouth

	Total	Decisions				Detailed investigations		
		Invalid or incomplete	Referred back for local resolution	Advice given	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)
Adult Social Care	19	3	8	0	1	3	4	21.05%
Benefits & tax	19	1	5	0	6	3	4	21.05%
Corporate & other services	7	0	3	0	3	1	0	0.00%
Education & children's services	10	0	4	0	4	1	1	10.00%
Environmental services, public protection & regulation	16	0	5	0	9	1	1	6.25%
Highways & transport	17	0	8	0	7	0	1	5.88%
Housing	3	0	2	0	0	1	0	0.00%
Planning & development	11	1	2	0	2	2	4	36.36%
2016/17 Totals	102	5	37	0	32	12	15	55.56%
2015/16 Totals	108	4	46	1	26	12	19	61.29%

Appendix 2 – How to understand the categories in the breakdown tables on the Ombudsman’s Annual Review Letter 2017

Upheld: These are complaints where we have decided that an authority has been at fault in how it acted and that this fault may or may not have caused an injustice to the complainant, or where an authority has accepted that it needs to remedy the complaint before we make a finding on fault. If we have decided there was fault and it caused an injustice to the complainant, usually we will have recommended the authority take some action to address it.

Not upheld: Where we have investigated a complaint and decided that a Council has not acted with fault, we classify these complaints as not upheld.

Advice given: These are cases where we give advice about why LGO would not look at a complaint because the body complained about was not within the LGO’s scope or we had previously looked at the same complaint from the complainant, or another complaints handling organisation or advice agency was best placed to help them.

Closed after initial enquiries: These complaints are where we have made an early decision that we could not or should not investigate the complaint, usually because the complaint is outside LGO’s jurisdiction and we either cannot lawfully investigate it or we decide that it would not be appropriate in the circumstances of the case to do so. Our early assessment of a complaint may also show there was little injustice to a complainant that would need an LGO investigation of the matter, or that an investigation could not achieve anything, either because the evidence we see shows at an early stage there was no fault, or the outcome a complainant wants is not one we could achieve, for example overturning a court order.

Incomplete/invalid: These are complaints where the complainant has not provided us with enough information to be able to decide what should happen with their complaint, or where the complainant tells us at a very early stage that they no longer wish to pursue their complaint.

Referred back for local resolution: We work on the principle that it is always best for complaints to be resolved by the service provider wherever possible. Furthermore, the Local Government Act 1974 requires LGO to give authorities an opportunity to try and resolve a complaint before we will get involved. Usually we tell complainants how to complain to an authority and ask them to contact it directly. In many instances, authorities are successful in resolving the complaint and the complainant does not re-contact us.

APPENDIX 3 - Plymouth Complaints upheld following detailed investigation

	Total	Decisions				Detailed investigations			Of those upheld				
		Invalid or incomplete	Referred back for local resolution	Advice given	Closed after initial enquiries	Not upheld	Upheld	Uphold rate (%)	Null	Apology / other remedy	Apology / financial redress	Apology / Procedure change	Apology / financial redress and procedure change
Adult Social Care	19	3	8	0	1	3	4	21.05%	2	1	1	0	0
Benefits & tax	19	1	5	0	6	3	4	21.05%	1	2	1	0	0
Corporate & other services	7	0	3	0	3	1	0	0.00%	0	0	0	0	0
Education & children's services	10	0	4	0	4	1	1	10.00%	0	1	0	0	0
Environmental services, public protection & regulation	16	0	5	0	9	1	1	6.25%	0	0	0	0	1
Highways & transport	17	0	8	0	7	0	1	5.88%	0	0	0	1	0
Housing	3	0	2	0	0	1	0	0.00%	0	0	0	0	0
Planning & development	11	1	2	0	2	2	4	36.36%	0	0	3	0	1
2016/17 Totals	102	5	37	0	32	12	15	55.56%	3	4	5	1	2
2015/16 Totals	108	4	46	1	26	12	19	61.29%					