

## **APPENDIX C – How to understand the categories in the breakdown tables on the LGSCO’s Annual Review Letter 2018/19**

### **Decided cases**

The LGO report their decisions by the following outcomes:

- Invalid or incomplete. The LGO were not given enough information to consider the issue.
- Advice given. The LGO provided early advice or explained where to go for the right help.
- Referred back for local resolution. The LGO 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 LGO 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.
- Upheld. The LGO completed a detailed investigation and found evidence of fault, or they found the organisation accepted fault early on.
- Not upheld. The LGO completed a detailed investigation but did not find evidence of fault.

The uphold rate shows how often the LGO find organisations get things wrong. It is expressed as a percentage of the detailed investigations they complete.

### **Remedy and Compliance Outcomes**

When the LGO find fault in the way an organisation carries out its duties, they consider whether this caused an injustice to the person who was affected. If so, they make recommendations about what the organisation should do to put things right.

- Authority provided a satisfactory remedy before the complaint reached the Ombudsman. This is the number of cases in which the LGO decided that, while it did get things wrong, the organisation offered a satisfactory way to resolve it before the complaint came to them.
- Compliance with Ombudsman recommendations. These are cases where the LGO 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 LGO monitor authorities to ensure they comply with their recommendations. The compliance rate records the percentage of cases where the organisation provided satisfactory evidence of their compliance with the recommendations.

Where the LGO provide the average uphold rate, satisfactory remedy rate and compliance rate of similar authorities, they group together the following types of authority to calculate the average rates:

- Metropolitan districts
- London boroughs
- Unitary authorities
- County councils
- District councils.