

Cabinet

Wednesday, 5 September 2018

Additional Information

Agenda Item No. 8 – Annual Review of Local Government Ombudsman Complaints

Appendices 3 and 4

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Complaints and Enquiries Received (by Category) 2017-18

Authority Name	Adult Social Care	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environmental Services, Public Protection and Regulation	Highways and Transport	Housing	Planning and Development	Other	Total
Adur District Council	0	2	0	0	2	0	10	1	0	15
Allerdale Borough Council	0	1	3	0	4	0	1	6	0	15
Amber Valley Borough Council	0	2	0	1	0	0	0	7	0	10
Arun District Council	0	2	0	0	3	0	3	14	0	22
Ashfield District Council	0	3	2	0	3	0	4	3	0	15
Ashford Borough Council	0	3	1	0	1	0	6	5	0	16
Aylesbury Vale District Council	0	11	1	0	0	1	5	14	1	33
Babergh District Council	0	2	0	0	0	1	1	5	0	9
Barnsley Metropolitan Borough Council	12	5	4	3	11	3	2	10	1	51
Barrow-in-Furness Borough Council	0	3	0	1	1	1	0	0	0	6
Basildon Borough Council	0	6	3	1	3	0	19	5	0	37
Basingstoke & Deane Borough Council	0	1	1	1	2	0	3	4	0	12
Bassetlaw District Council	0	3	2	0	5	0	2	5	0	17
Bath and North East Somerset Council	7	9	0	6	7	5	4	6	1	45
Bedford Borough Council	4	4	7	15	6	5	2	4	2	49
Birmingham City Council	51	97	18	49	93	29	102	13	3	455
Blaby District Council	0	1	0	0	1	0	0	4	0	6
Blackburn with Darwen Council	3	6	4	10	7	2	0	3	2	37
Blackpool Borough Council	11	2	1	9	4	3	3	3	0	36
Bolsover District Council	0	1	0	0	0	0	2	2	0	5
Bolton Metropolitan Borough Council	11	14	10	5	7	4	4	18	3	76
Boston Borough Council	0	0	1	0	3	1	1	4	0	10
Bournemouth Borough Council	14	4	4	5	4	8	8	6	1	54

Bracknell Forest Council	4	0	1	8	1	3	4	0	0	21
Braintree District Council	0	1	2	0	2	0	3	9	0	17
Breckland District Council	0	4	4	0	1	0	6	7	0	22
Brentwood Borough Council	1	2	0	0	3	0	7	6	0	19
Brighton & Hove City Council	13	10	5	25	16	13	28	10	0	120
Bristol City Council	12	26	6	15	11	14	23	10	12	129
Broadland District Council	0	2	0	0	3	0	2	5	0	12
Broads Authority	0	0	0	0	0	1	0	2	0	3
Bromsgrove District Council	0	2	0	0	1	0	0	8	0	11
Broxbourne Borough Council	0	5	0	0	2	2	4	6	0	19
Broxtowe Borough Council	0	0	0	0	3	1	5	1	0	10
Buckinghamshire County Council	19	0	2	25	3	18	0	0	0	67
Burnley Borough Council	1	1	1	0	0	0	1	1	0	5
Bury Metropolitan Borough Council	7	7	1	15	8	3	1	2	0	44
Calderdale Metropolitan Borough Council	11	6	4	15	10	6	3	16	0	71
Cambridge City Council	1	2	2	0	3	0	6	5	0	19
Cambridgeshire County Council	14	0	1	13	1	8	0	2	0	39
Cannock Chase District Council	0	4	1	0	1	0	3	2	0	11
Canterbury City Council	0	4	1	0	5	1	8	15	1	35
Carlisle City Council	0	1	0	0	0	0	0	6	0	7
Castle Point Borough Council	0	0	0	0	3	0	1	2	0	6
Central Bedfordshire Council	4	4	7	14	6	7	4	8	0	54
Charnwood Borough Council	0	9	1	1	1	1	5	10	0	28
Chelmsford City Council	0	1	1	0	6	3	2	5	0	18
Cheltenham Borough Council	0	0	0	0	3	0	1	1	0	5
Cherwell District Council	0	4	4	0	5	1	1	8	0	23
Cheshire East Council	17	10	11	43	16	12	4	39	1	153
Cheshire West & Chester Council	12	6	5	17	8	12	3	11	0	74
Chesterfield Borough Council	0	0	3	0	3	1	6	4	0	17
Chichester District Council	0	2	1	0	1	0	1	8	0	13
Chiltern District Council	0	0	0	0	2	1	2	8	0	13
Chorley Borough Council	0	2	0	0	3	0	3	4	0	12
Christchurch Borough Council	1	3	1	0	1	2	2	3	0	13

City Of Bradford Metropolitan District Council	17	16	6	28	16	15	5	20	0	123
City of London	0	0	1	0	1	1	3	0	1	7
City of York Council	13	6	7	11	7	4	4	7	0	59
Colchester Borough Council	0	1	1	0	5	2	8	3	1	21
Copeland Borough Council	0	0	1	0	4	0	0	1	0	6
Corby Borough Council	0	3	0	1	2	0	1	1	0	8
Cornwall Council	33	15	17	46	17	13	22	50	2	215
Cotswold District Council	0	0	1	0	0	1	2	9	0	13
Council of the Isles of Scilly	1	0	1	0	1	0	0	0	0	3
Coventry City Council	8	18	11	29	36	12	12	6	4	136
Craven District Council	0	2	0	0	0	1	0	6	0	9
Crawley Borough Council	0	1	1	0	5	0	5	1	1	14
Cumbria County Council	12	0	5	30	4	12	0	1	0	64
Dacorum Borough Council	0	5	1	0	5	2	7	16	0	36
Darlington Borough Council	18	5	3	7	4	2	2	5	2	48
Dartford Borough Council	0	4	0	0	2	1	7	1	0	15
Dartmoor National Park Authority	0	0	0	0	0	0	0	2	0	2
Daventry District Council	0	0	0	0	5	0	3	1	0	9
Derby City Council	11	5	1	29	5	3	2	3	1	60
Derbyshire County Council	22	0	6	46	2	15	0	2	0	93
Derbyshire Dales District Council	0	2	1	0	0	3	1	2	0	9
Devon County Council	38	0	2	36	4	21	0	1	0	102
Doncaster Metropolitan Borough Council	19	5	5	18	13	6	8	12	0	86
Dorset County Council	28	0	2	30	2	3	0	0	0	65
Dover District Council	0	2	2	0	6	0	3	8	2	23
Dudley Metropolitan Borough Council	18	11	6	14	7	3	12	4	1	76
Durham County Council	31	22	5	29	17	12	3	11	1	131
East Cambridgeshire District Council	1	1	3	0	1	0	0	8	0	14
East Devon District Council	0	1	4	0	1	1	8	9	0	24
East Dorset District Council	0	2	1	1	1	0	0	7	1	13
East Hampshire District Council	0	2	1	0	2	0	0	6	0	11
East Hertfordshire District Council	0	1	1	0	2	1	0	8	0	13
East Lindsey District Council	1	6	3	0	2	2	2	13	0	29

East Northamptonshire Council	0	1	0	0	1	0	0	4	0	6
East Riding of Yorkshire Council	15	11	6	15	12	10	8	14	1	92
East Staffordshire Borough Council	0	1	2	0	1	0	0	9	0	13
East Sussex County Council	48	0	1	35	0	10	0	1	1	96
Eastbourne Borough Council	0	5	2	0	1	2	7	4	0	21
Eastleigh Borough Council	0	2	1	0	3	0	6	5	0	17
Eden District Council	0	1	1	0	2	0	0	8	0	12
Elmbridge Borough Council	0	2	0	0	7	0	2	8	1	20
Environment Agency	0	0	0	0	7	0	0	0	0	7
Epping Forest District Council	0	3	3	0	2	0	10	10	0	28
Epsom & Ewell Borough Council	1	2	1	0	5	1	1	4	0	15
Erewash Borough Council	0	0	1	0	1	0	1	0	0	3
Essex County Council	70	0	2	73	6	38	1	1	0	191
Exeter City Council	1	3	0	0	4	0	3	4	1	16
Exmoor National Park Authority	0	0	0	0	0	0	0	1	0	1
Fareham Borough Council	0	0	2	0	0	2	1	5	0	10
Fenland District Council	0	4	0	0	0	0	1	8	0	13
Folkestone & Hythe District Council	0	6	5	0	3	3	4	16	0	37
Forest Heath District Council	0	0	0	0	2	1	0	7	0	10
Forest of Dean District Council	0	1	3	0	1	0	2	8	0	15
Fylde Borough Council	0	1	2	0	3	0	0	8	0	14
Gateshead Metropolitan Borough Council	10	3	5	11	4	7	7	3	1	51
Gedling Borough Council	0	2	3	0	0	1	0	2	0	8
Gloucester City Council	1	5	0	0	5	0	2	5	1	19
Gloucestershire County Council	26	0	2	19	1	16	0	2	1	67
Gosport Borough Council	0	5	2	0	0	1	1	0	0	9
Gravesham Borough Council	0	3	0	0	3	0	10	2	1	19
Great Yarmouth Borough Council	0	3	3	0	3	2	4	3	0	18
Greater London Authority	0	0	0	0	0	0	2	0	0	2
Guildford Borough Council	0	3	3	0	3	0	6	7	0	22
Halton Borough Council	7	3	2	10	5	7	1	3	0	38
Hambleton District Council	0	2	1	0	0	0	2	8	0	13
Hampshire County Council	39	0	11	61	0	11	0	2	2	126

Harborough District Council	0	1	1	0	3	0	0	7	0	12
Harlow District Council	0	1	2	0	4	0	7	0	0	14
Harrogate Borough Council	0	0	2	0	2	2	0	6	0	12
Hart District Council	0	1	0	0	2	0	0	3	0	6
Hartlepool Borough Council	1	3	2	6	2	6	2	3	0	25
Hastings Borough Council	0	7	0	1	6	0	7	6	1	28
Havant Borough Council	0	3	1	0	3	2	2	2	0	13
Herefordshire Council	9	4	3	18	2	10	1	12	0	59
Hertfordshire County Council	36	0	2	47	2	18	0	2	0	107
Hertsmere Borough Council	0	1	3	0	2	3	1	9	0	19
High Peak Borough Council	1	2	2	0	2	0	3	5	0	15
Hinckley & Bosworth Borough Council	0	4	1	0	1	0	3	6	0	15
Horsham District Council	0	4	1	0	0	2	1	12	0	20
Huntingdonshire District Council	0	2	4	1	3	1	1	7	0	19
Hyndburn Borough Council	0	1	0	0	4	0	2	7	0	14
Ipswich Borough Council	0	2	1	0	4	4	3	1	0	15
Isle of Wight Council	12	2	4	9	6	7	3	6	0	49
Kent County Council	57	0	6	99	6	20	2	0	0	190
Kettering Borough Council	1	2	0	0	0	1	4	3	0	11
King's Lynn & West Norfolk Council	0	2	1	0	3	0	0	11	0	17
Kingston upon Hull City Council	10	9	7	23	13	6	6	2	0	76
Kirklees Metropolitan Borough Council	19	6	5	27	13	4	5	10	1	90
Knowsley Metropolitan Borough Council	5	5	6	7	4	5	5	2	0	39
Lake District National Park Authority	0	0	0	0	0	0	0	4	0	4
Lancashire County Council	80	1	3	85	2	31	1	0	2	205
Lancaster City Council	0	2	4	0	0	0	1	5	0	12
Leeds City Council	35	13	12	46	18	24	18	21	2	189
Leicester City Council	20	12	16	17	10	11	19	9	0	114
Leicestershire County Council	20	1	3	30	4	9	0	2	0	69
Lewes District Council	0	4	0	0	0	1	2	5	1	13
Lichfield District Council	0	3	0	0	2	0	0	2	0	7
Lincoln City Council	0	2	2	0	3	1	2	2	0	12
Lincolnshire County Council	33	0	2	22	0	7	0	9	0	73

Liverpool City Council	35	32	14	30	19	5	6	5	1	147
London Borough of Barking & Dagenham	4	20	2	22	9	11	31	10	3	112
London Borough of Barnet	19	22	4	22	16	35	26	24	1	169
London Borough of Bexley	10	13	3	14	8	9	15	12	0	84
London Borough Of Brent	29	24	4	11	4	29	50	14	3	168
London Borough of Bromley	27	36	5	30	3	22	23	18	1	165
London Borough of Camden	17	12	7	9	24	21	30	16	1	137
London Borough of Croydon	23	48	12	37	19	18	41	24	4	226
London Borough of Ealing	23	33	6	17	19	35	47	18	1	199
London Borough of Enfield	20	31	6	14	11	19	35	13	2	151
London Borough of Hackney	12	10	6	30	2	11	46	6	2	125
London Borough of Hammersmith & Fulham	10	15	3	12	4	16	25	5	2	92
London Borough of Haringey	15	53	5	27	11	27	32	8	6	184
London Borough of Harrow	14	17	7	5	20	23	13	15	0	114
London Borough of Havering	13	7	6	8	5	13	35	7	0	94
London Borough of Hillingdon	15	28	4	24	9	17	36	16	1	150
London Borough of Hounslow	17	19	10	20	26	7	19	12	2	132
London Borough of Islington	17	12	14	19	5	11	38	8	2	126
London Borough of Lambeth	19	37	10	18	12	24	58	10	5	193
London Borough of Lewisham	17	26	2	21	18	7	41	11	3	146
London Borough of Merton	16	16	6	10	11	12	7	14	1	93
London Borough of Newham	8	30	11	25	21	34	92	2	4	227
London Borough of Redbridge	17	13	5	22	11	16	34	21	2	141
London Borough of Richmond upon Thames	5	12	3	8	5	5	2	13	1	54
London Borough of Southwark	12	22	7	21	8	16	67	6	5	164
London Borough of Sutton	13	4	1	22	27	11	8	5	1	92
London Borough of Tower Hamlets	6	15	6	10	13	20	32	4	0	106
London Borough of Waltham Forest	7	26	7	14	19	28	39	5	3	148
London Borough of Wandsworth	19	11	6	23	4	7	20	8	2	100
Luton Borough Council	17	6	3	13	4	6	8	7	1	65
Maidstone Borough Council	0	12	5	0	7	5	2	7	1	39
Maldon District Council	0	2	3	0	2	0	1	5	0	13
Malvern Hills District Council	0	1	3	0	1	2	0	3	0	10

Manchester City Council	18	32	9	40	19	26	16	6	1	167
Mansfield District Council	1	6	2	0	4	1	1	1	0	16
Medway Council	10	15	4	21	3	12	10	12	2	89
Melton Borough Council	0	0	1	0	2	0	3	2	0	8
Mendip District Council	0	2	1	0	0	0	3	2	1	9
Mid Devon District Council	0	2	1	0	1	1	1	3	0	9
Mid Suffolk District Council	0	2	2	1	1	0	0	6	0	12
Mid Sussex District Council	1	5	2	0	1	0	2	8	0	19
Middlesbrough Borough Council	5	9	7	11	2	4	1	1	0	40
Milton Keynes Council	8	7	4	12	10	13	5	6	0	65
Mole Valley District Council	0	5	2	0	2	0	1	10	0	20
New Forest District Council	0	1	0	1	6	0	2	4	0	14
New Forest National Park Authority	0	0	2	0	0	0	0	5	0	7
Newark & Sherwood District Council	0	2	3	0	2	0	3	10	0	20
Newcastle upon Tyne City Council	8	9	2	11	12	10	9	6	0	67
Newcastle-under-Lyme Borough Council	0	5	3	0	8	0	0	1	0	17
Norfolk County Council	58	0	4	53	1	9	0	0	0	125
North Devon District Council	0	2	0	0	5	0	3	13	0	23
North Dorset District Council	0	1	1	0	0	0	1	3	0	6
North East Derbyshire District Council	0	0	1	0	2	0	3	5	0	11
North East Lincolnshire Council	10	3	3	19	7	13	3	2	1	61
North Hertfordshire District Council	0	3	1	1	1	1	2	4	0	13
North Kesteven District Council	0	1	1	0	1	0	2	3	0	8
North Lincolnshire Council	9	6	11	12	3	6	0	7	0	54
North Norfolk District Council	1	6	1	0	5	0	1	8	0	22
North Somerset Council	11	18	5	16	16	9	0	13	1	89
North Tyneside Metropolitan Borough Council	9	8	5	11	3	2	3	5	0	46
North Warwickshire Borough Council	0	1	0	0	0	0	3	2	0	6
North West Leicestershire District Council	0	1	0	0	0	0	1	3	1	6
North York Moors National Park Authority	0	0	0	0	0	0	0	2	0	2
North Yorkshire County Council	31	0	3	22	1	7	0	1	0	65
Northampton Borough Council	0	4	8	0	14	2	5	6	1	40
Northamptonshire County Council	35	0	5	45	2	10	0	0	0	97

Northumberland Council	19	20	7	20	6	8	3	15	0	98
Northumberland National Park Authority	0	0	0	0	0	0	0	1	0	1
Norwich City Council	0	12	6	0	5	6	15	1	2	47
Nottingham City Council	8	10	7	25	16	14	14	4	5	103
Nottinghamshire County Council	31	0	2	55	3	10	0	0	1	102
Nuneaton & Bedworth Borough Council	0	2	3	1	2	0	4	4	0	16
Oadby & Wigston Borough Council	0	0	1	0	4	0	2	0	0	7
Oldham Metropolitan Borough Council	12	13	6	15	10	5	5	4	0	70
Oxford City Council	0	1	3	0	3	0	5	6	0	18
Oxfordshire County Council	14	0	1	23	1	5	0	0	0	44
Peak District National Park Authority	0	0	0	0	0	0	0	4	0	4
Pendle Borough Council	1	6	0	0	4	1	0	5	0	17
Peterborough City Council	4	12	4	10	5	5	7	3	0	50
Plymouth City Council	18	36	4	14	24	13	8	10	0	127
Poole Borough Council	17	5	0	11	3	6	7	8	1	58
Portsmouth City Council	7	4	3	13	4	4	7	4	0	46
Preston City Council	0	6	0	0	9	0	2	4	0	21
Purbeck District Council	0	1	1	0	0	0	0	2	0	4
Reading Borough Council	11	8	3	11	11	14	3	3	1	65
Redcar & Cleveland Council	6	5	1	11	4	2	2	3	0	34
Redditch Borough Council	0	1	0	1	0	1	3	1	0	7
Reigate & Banstead Borough Council	0	3	1	0	4	1	3	4	0	16
Ribble Valley Borough Council	1	1	1	0	0	0	0	3	1	7
Richmondshire District Council	0	4	2	0	1	0	4	1	0	12
Rochdale Metropolitan Borough Council	9	5	3	11	4	2	5	10	0	49
Rochford District Council	0	1	0	0	4	0	1	3	0	9
Rossendale Borough Council	0	5	3	0	1	0	2	1	0	12
Rother District Council	0	5	4	0	7	0	3	4	0	23
Rotherham Metropolitan Borough Council	4	1	5	30	4	3	10	6	1	64
Royal Borough of Greenwich	22	15	4	20	7	15	22	14	2	121
Royal Borough of Kensington & Chelsea	11	4	3	11	7	4	38	5	2	85
Royal Borough of Kingston upon Thames	5	8	4	11	8	23	19	8	0	86
Royal Borough of Windsor and Maidenhead Council	14	4	4	12	5	3	4	11	1	58

Rugby Borough Council	0	1	2	0	3	0	4	5	0	15
Runnymede Borough Council	0	3	0	0	1	0	2	5	0	11
Rushcliffe Borough Council	0	0	3	0	3	0	2	3	0	11
Rushmoor Borough Council	0	1	0	0	1	0	0	2	0	4
Rutland County Council	0	1	3	4	1	4	0	1	0	14
Ryedale District Council	0	1	1	0	2	0	2	5	0	11
Salford City Council	9	15	4	10	9	7	5	6	0	65
Sandwell Metropolitan Borough Council	9	17	4	27	7	7	18	2	1	92
Scarborough Borough Council	0	2	6	0	5	0	2	7	1	23
Sedgemoor District Council	0	1	0	0	2	1	2	6	0	12
Sefton Metropolitan Borough Council	19	6	6	14	2	4	1	6	1	59
Selby District Council	0	2	1	0	6	1	5	8	0	23
Sevenoaks District Council	0	2	0	0	2	1	1	4	0	10
Sheffield City Council	32	17	11	46	17	33	16	11	3	186
Shropshire Council	21	2	2	19	11	3	1	24	1	84
Slough Borough Council	2	15	2	18	6	4	13	2	2	64
Solihull Metropolitan Borough Council	8	4	4	10	5	6	3	8	0	48
Somerset County Council	34	0	5	27	1	11	1	2	0	81
South Bucks District Council	0	2	0	0	1	0	1	10	0	14
South Cambridgeshire District Council	0	3	2	0	5	0	3	10	0	23
South Derbyshire District Council	0	1	3	0	0	1	0	4	0	9
South Downs National Park Authority	0	0	0	0	0	0	0	0	0	0
South Gloucestershire Council	8	4	3	7	1	3	2	7	0	35
South Hams District Council	0	1	1	0	1	3	0	9	1	16
South Holland District Council	0	1	2	0	2	0	2	2	0	9
South Kesteven District Council	0	1	3	0	0	0	4	7	0	15
South Lakeland District Council	0	0	1	0	2	1	0	3	0	7
South Norfolk District Council	0	2	2	0	1	0	0	5	0	10
South Northamptonshire District Council	0	2	1	0	1	0	0	4	0	8
South Oxfordshire District Council	1	1	1	0	0	1	2	5	0	11
South Ribble Borough Council	0	3	0	0	4	0	1	12	0	20
South Somerset District Council	0	0	1	1	3	1	0	15	1	22
South Staffordshire District Council	0	1	0	0	1	1	1	7	0	11

South Tyneside Metropolitan Borough Council	12	0	1	17	7	2	4	5	0	48
Southampton City Council	15	11	3	27	9	1	6	2	0	74
Southend-on-Sea Borough Council	7	6	1	11	3	14	4	4	0	50
Spelthorne Borough Council	1	3	2	0	0	0	5	2	0	13
St Albans City Council	0	3	0	0	2	1	5	6	3	20
St Edmundsbury Borough Council	0	0	0	0	2	1	2	1	0	6
St Helens Metropolitan Borough Council	14	3	0	10	3	6	1	7	1	45
Stafford Borough Council	0	3	1	0	2	0	0	7	0	13
Staffordshire County Council	57	0	8	36	4	23	0	4	0	132
Staffordshire Moorlands District Council	0	2	2	0	1	0	1	5	1	12
Stevenage Borough Council	0	2	3	0	1	2	1	1	0	10
Stockport Metropolitan Borough Council	10	10	7	18	7	5	4	11	0	72
Stockton-on-Tees Borough Council	5	2	2	15	5	0	1	2	0	32
Stoke-on-Trent City Council	9	7	6	22	10	6	10	3	3	76
Stratford-on-Avon District Council	0	2	2	0	2	1	3	8	0	18
Stroud District Council	0	1	1	0	3	0	8	6	0	19
Suffolk Coastal District Council	0	2	0	0	0	6	3	13	0	24
Suffolk County Council	30	0	2	54	1	11	0	1	0	99
Sunderland City Council	13	7	2	30	11	4	1	3	0	71
Surrey County Council	48	0	0	53	5	23	0	2	1	132
Surrey Heath Borough Council	0	4	2	0	2	3	1	6	0	18
Swale Borough Council	0	4	3	0	3	0	2	6	0	18
Swindon Borough Council	2	18	5	13	5	8	3	3	1	58
Tameside Metropolitan Borough Council	12	14	4	24	9	4	1	11	0	79
Tamworth Borough Council	1	4	0	0	1	0	1	1	0	8
Tandridge District Council	0	2	2	0	0	0	4	0	0	8
Taunton Deane Borough Council	0	1	0	0	2	0	4	11	0	18
Teignbridge District Council	0	2	0	0	0	0	2	7	0	11
Telford & Wrekin Council	8	4	8	16	1	6	0	8	0	51
Tendring District Council	0	3	2	1	6	0	2	5	0	19
Test Valley Borough Council	0	0	2	0	3	2	0	5	0	12
Tewkesbury Borough Council	0	2	1	0	4	0	0	7	0	14
Thanet District Council	1	9	10	0	6	2	10	11	0	49

Three Rivers District Council	0	1	0	0	5	1	2	6	0	15
Thurrock Council	3	9	5	14	9	2	12	9	1	64
Tonbridge and Malling Borough Council	0	3	2	0	1	0	4	2	0	12
Torbay Council	9	2	6	13	3	11	2	13	0	59
Torridge District Council	0	2	2	0	1	0	1	1	0	7
Trafford Council	14	7	3	12	19	7	1	9	0	72
Transport for London	0	0	3	0	46	311	0	1	4	365
Tunbridge Wells Borough Council	0	2	2	0	4	4	1	3	0	16
Uttlesford District Council	0	0	0	0	2	1	1	5	0	9
Vale of White Horse District Council	0	4	3	0	1	0	1	7	0	16
Wakefield City Council	9	6	3	12	7	7	5	6	1	56
Walsall Metropolitan Borough Council	17	7	7	19	4	5	3	10	0	72
Warrington Council	9	15	3	7	7	1	2	4	0	48
Warwick District Council	0	3	1	0	2	0	2	7	0	15
Warwickshire County Council	30	0	2	31	1	5	0	0	0	69
Watford Borough Council	0	5	0	0	3	2	5	2	0	17
Waveney District Council	0	12	4	0	1	4	3	6	1	31
Waverley Borough Council	0	1	0	0	4	1	4	7	1	18
Wealden District Council	0	5	0	0	3	1	1	13	0	23
Wellingborough Borough Council	0	1	0	0	2	0	2	2	0	7
Welwyn Hatfield Borough Council	0	1	2	0	4	3	7	14	0	31
West Berkshire Council	2	2	1	12	2	4	3	14	1	41
West Devon Borough Council	0	3	1	0	2	0	1	5	0	12
West Dorset District Council	0	3	1	0	1	1	1	8	0	15
West Lancashire Borough Council	0	0	1	1	1	0	3	8	0	14
West Lindsey District Council	0	3	2	0	2	0	0	12	0	19
West Oxfordshire District Council	0	0	2	0	5	0	2	8	0	17
West Somerset District Council	0	0	0	0	0	0	0	0	0	0
West Sussex County Council	39	0	7	36	1	13	0	2	1	99
Westminster City Council	16	33	8	9	14	9	37	5	2	133
Weymouth and Portland Borough Council	0	1	2	0	1	0	1	2	0	7
Wigan Metropolitan Borough Council	15	15	10	15	6	4	4	6	3	78
Wiltshire Council	15	2	4	15	5	4	4	15	0	64

Winchester City Council	0	4	1	0	0	4	6	5	0	20
Wirral Metropolitan Borough Council	36	8	12	32	10	7	5	5	1	116
Woking Borough Council	0	2	2	0	1	2	1	4	0	12
Wokingham Borough Council	0	4	0	14	5	3	7	13	0	46
Wolverhampton City Council	16	10	4	14	10	4	7	7	0	72
Worcester City Council	0	2	1	0	0	2	0	6	0	11
Worcestershire County Council	21	0	1	21	2	6	0	0	0	51
Worthing Borough Council	0	0	0	0	1	0	5	5	0	11
Wychavon District Council	0	0	0	0	2	1	0	8	0	11
Wycombe District Council	0	8	0	0	3	1	4	16	1	33
Wyre Borough Council	0	6	0	0	4	1	0	6	0	17
Wyre Forest District Council	0	1	1	0	3	1	0	0	0	6
Yorkshire Dales National Park Authority	0	0	0	0	0	0	0	3	0	3
Totals	2602	2063	1027	3260	1802	2046	2198	2268	186	17452

Notes

These statistics include all complaints and enquiries that were received from 01 April 2017 to 31 March 2018.

Some cases are received and decided in different business years. This means the number of complaints and enquiries received may not match the number of decisions made.

For more information on how to interpret our statistics, please visit: <http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

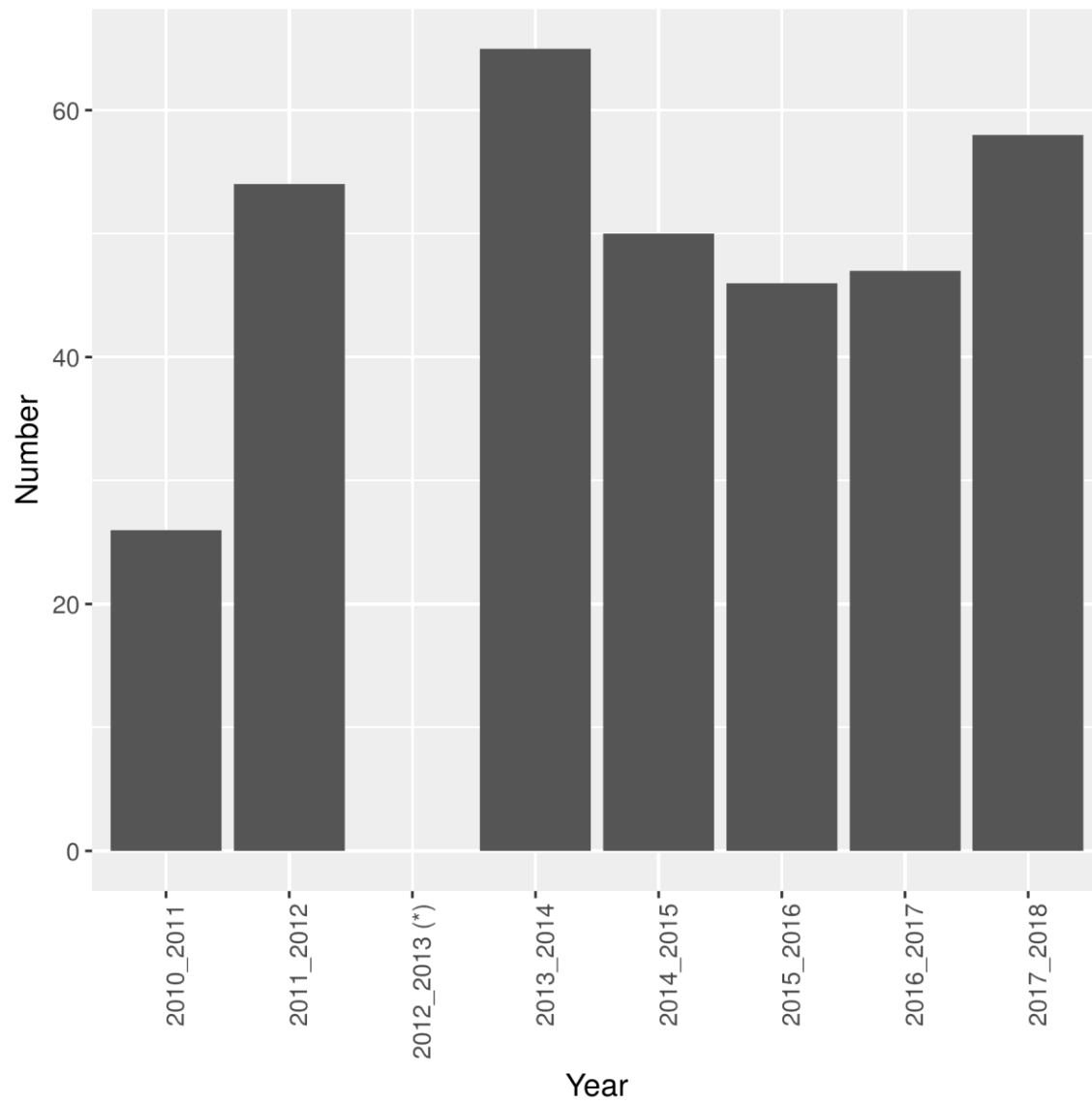
Local Government Ombudsman's Complaints Trends in Swindon 2010-2018

Total for the local authority and by LGO's Service Areas

1 Totals.....	2
2 Adult care services	3
3 Benefits & Tax	4
4 Corporate & Other Services	5
5 Education & Childrens Services.....	6
6 Environmental Services & Public Protection & Regulation.....	7
7 Highways & Transport.....	8
8 Housing	9
9 Planning & Development	10
10 Other	11

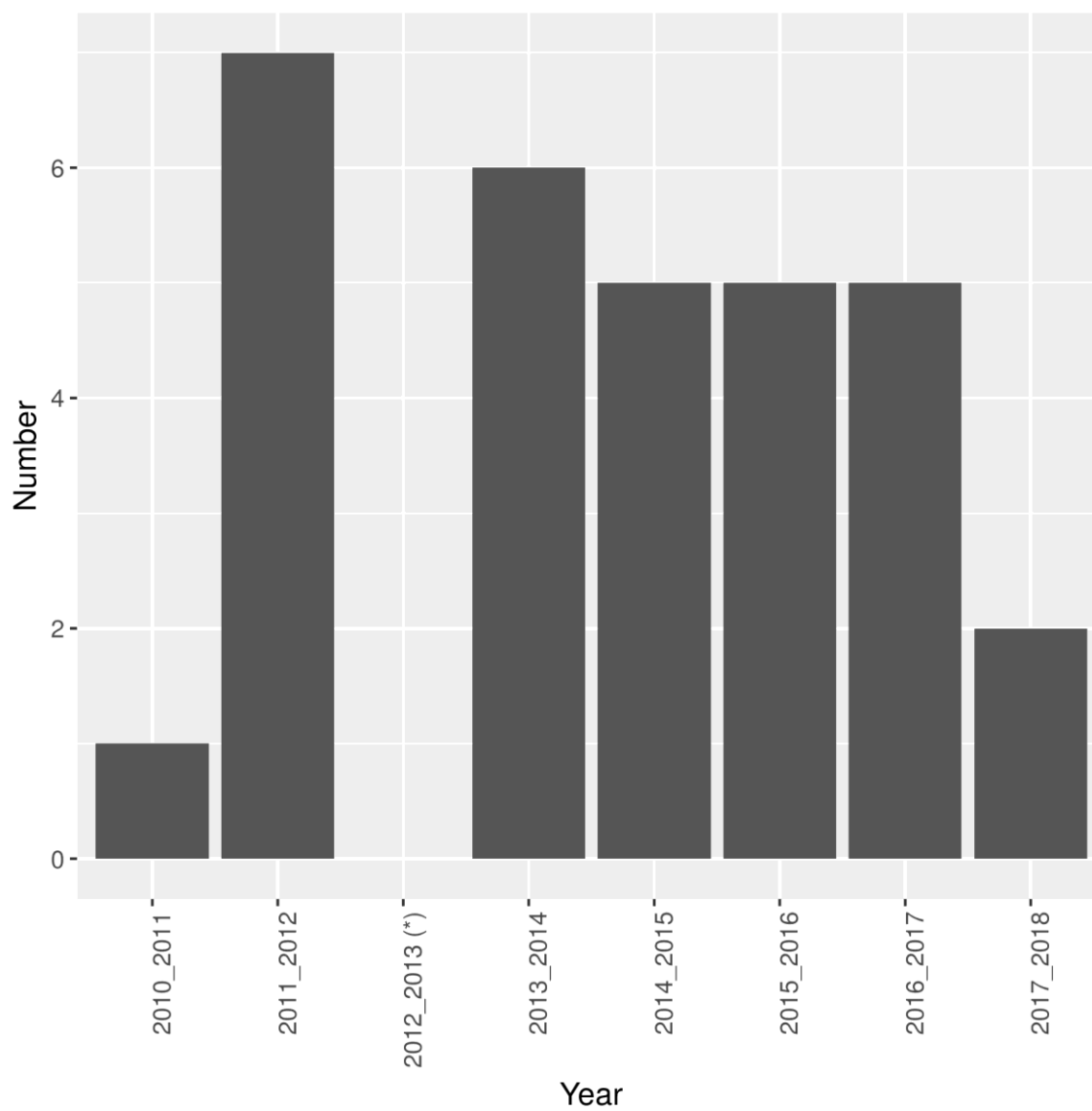
Totals and Breakdown by Local Government & Social Care Ombudsman's Service Areas

1 TOTALS



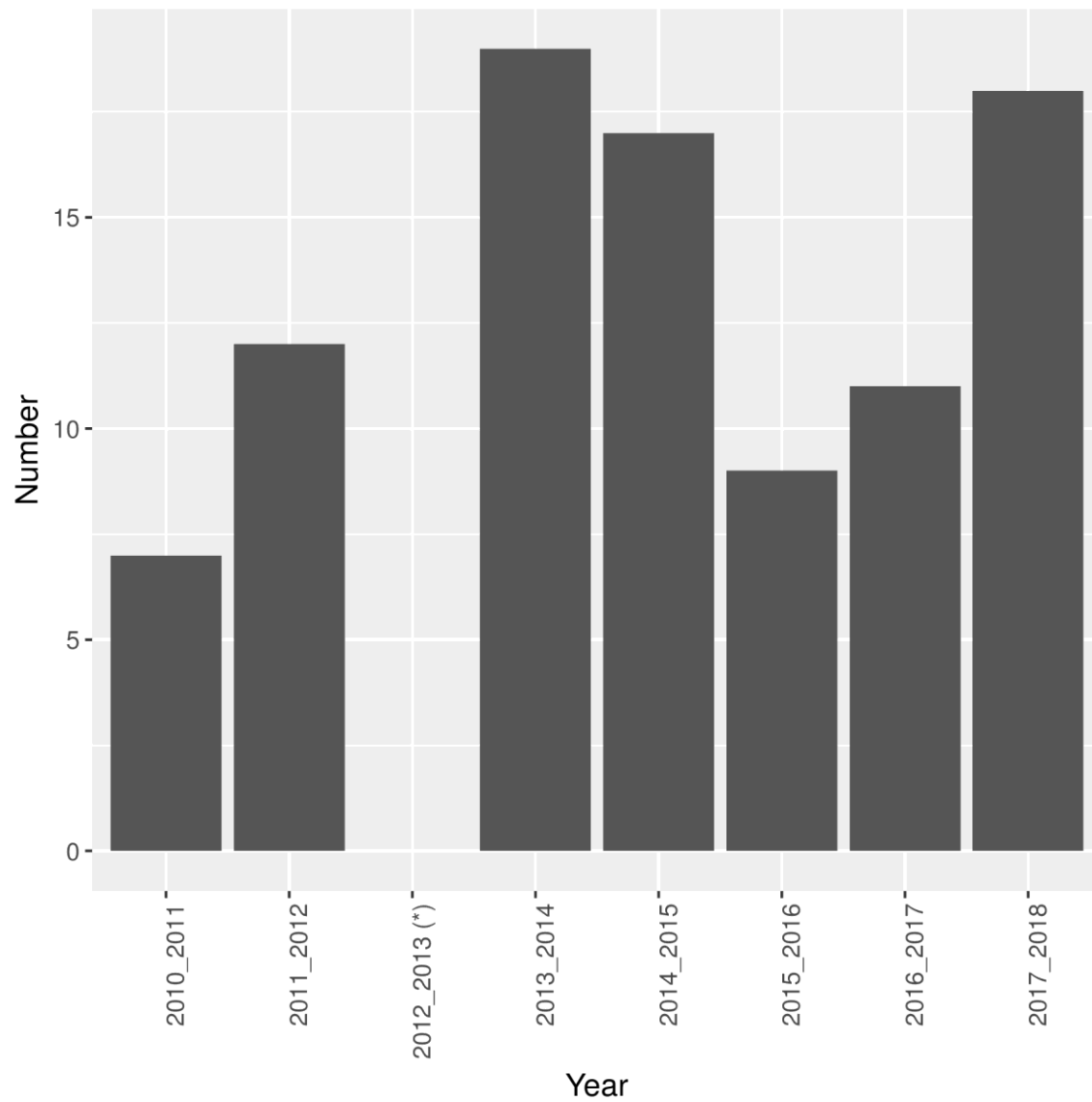
* Full data not available for 2013 as the LG & SC Ombudsman changed its business processes

2 ADULT CARE SERVICES



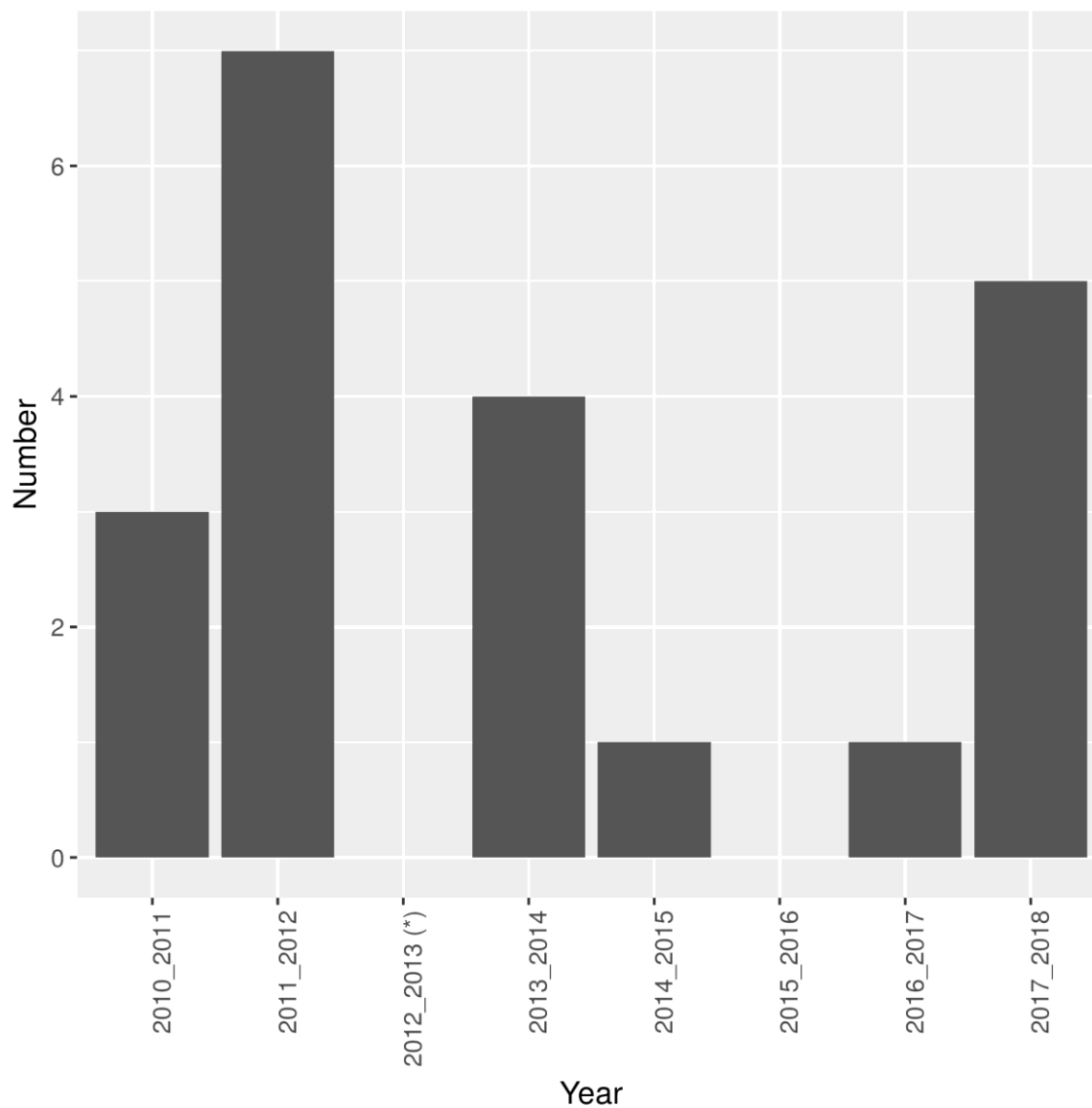
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

3 BENEFITS & TAX



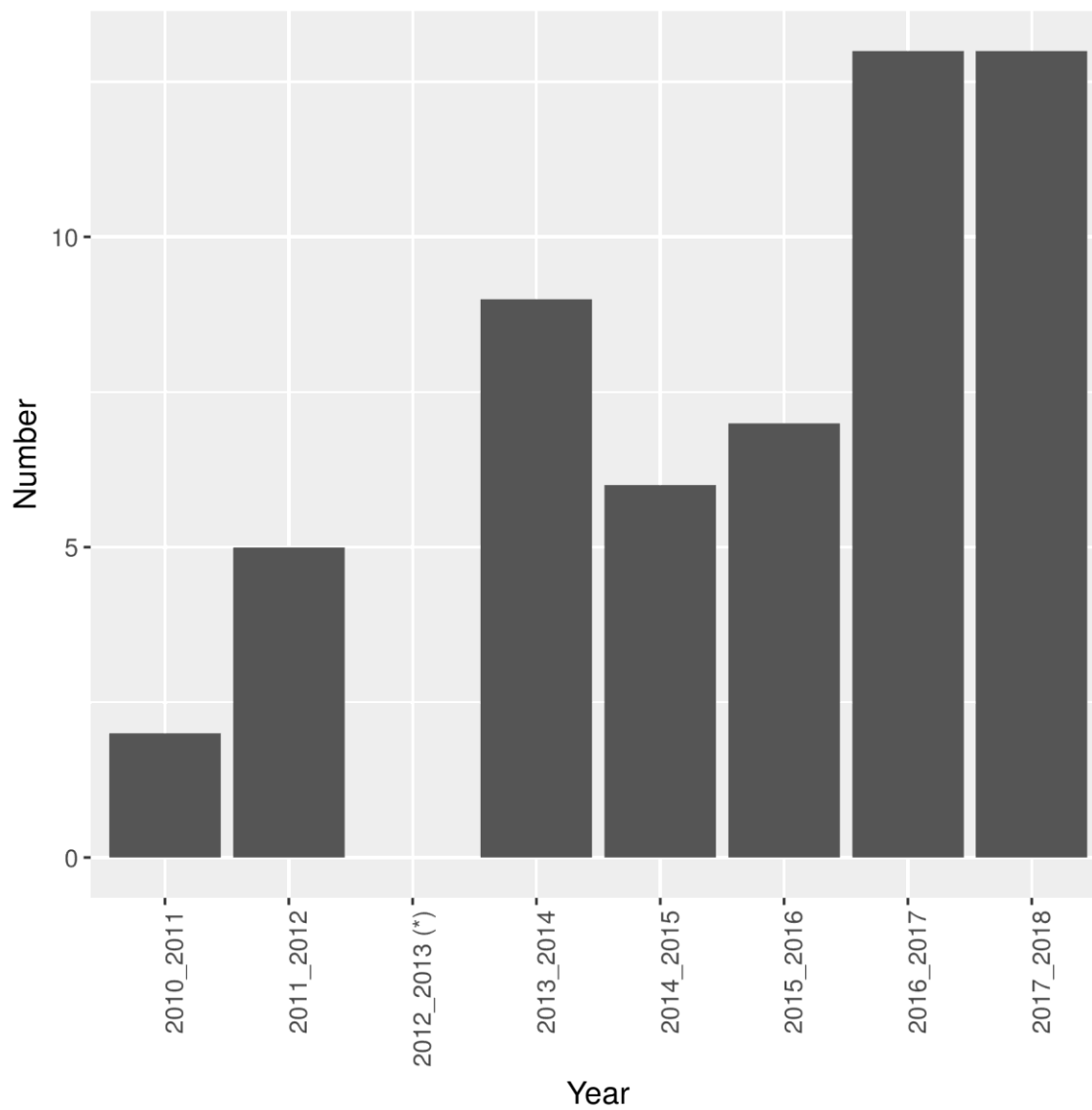
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

4 CORPORATE & OTHER SERVICES



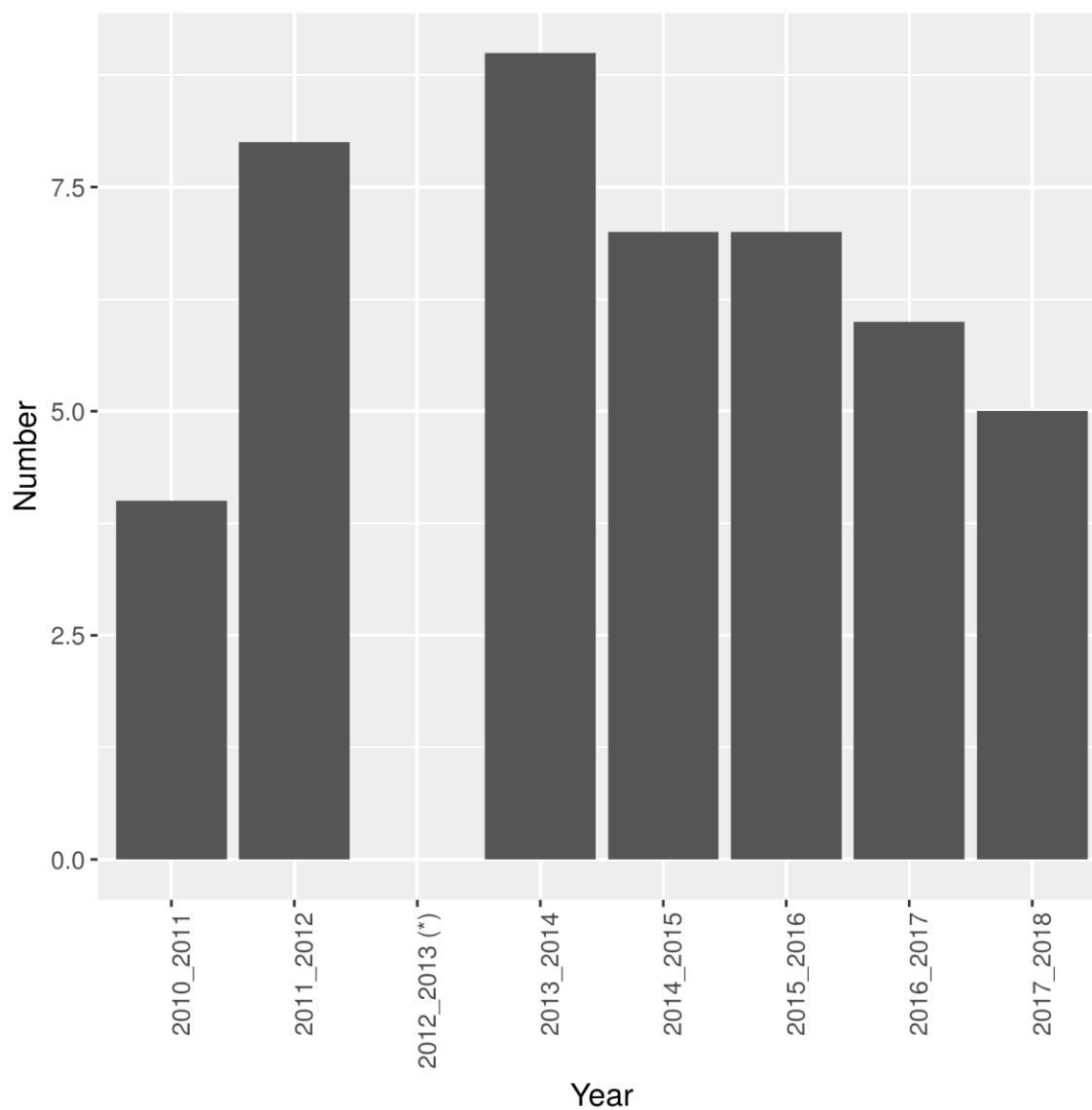
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

5 EDUCATION & CHILDRENS SERVICES



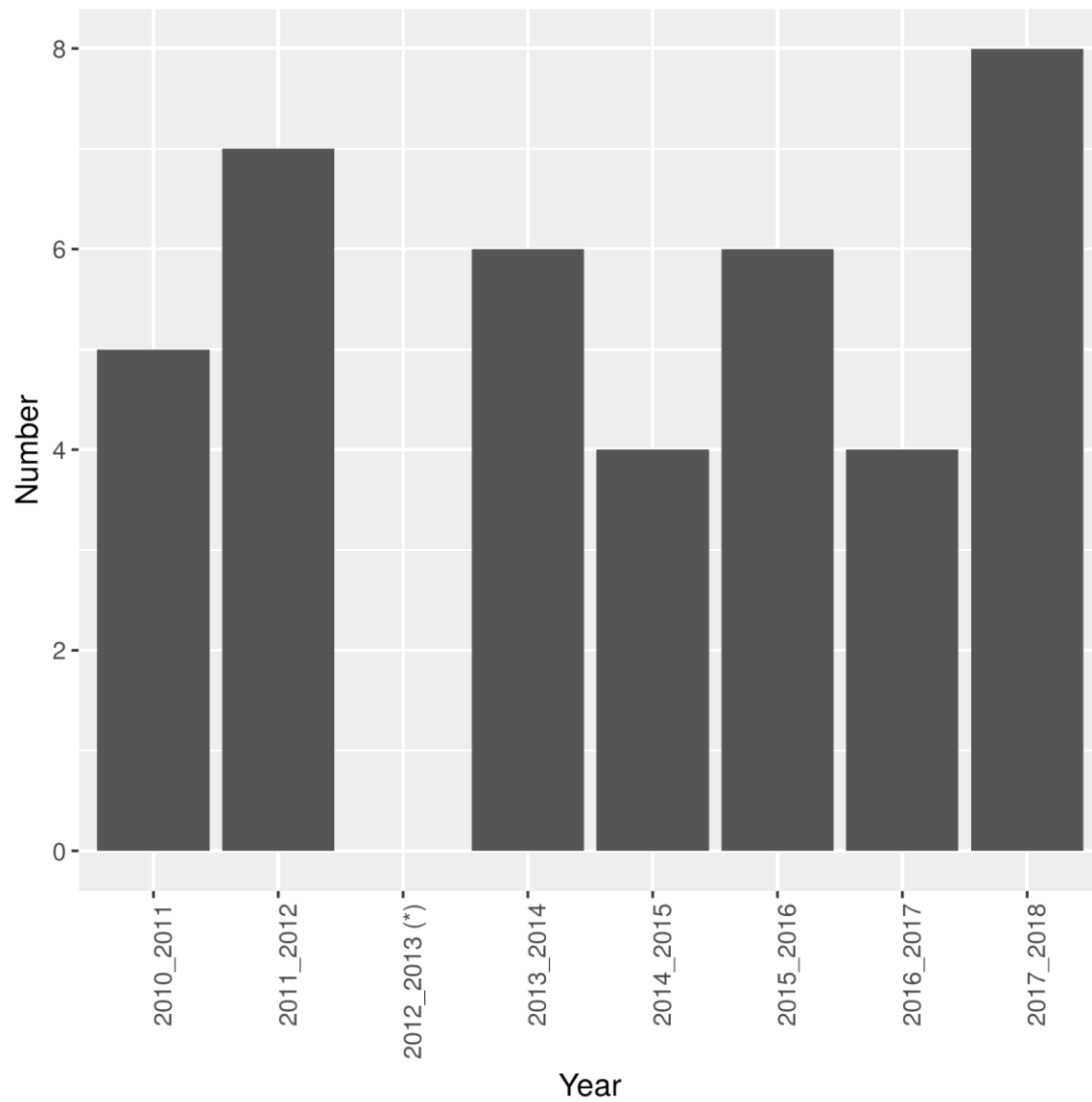
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

6 ENVIRONMENTAL SERVICES & PUBLIC PROTECTION & REGULATION



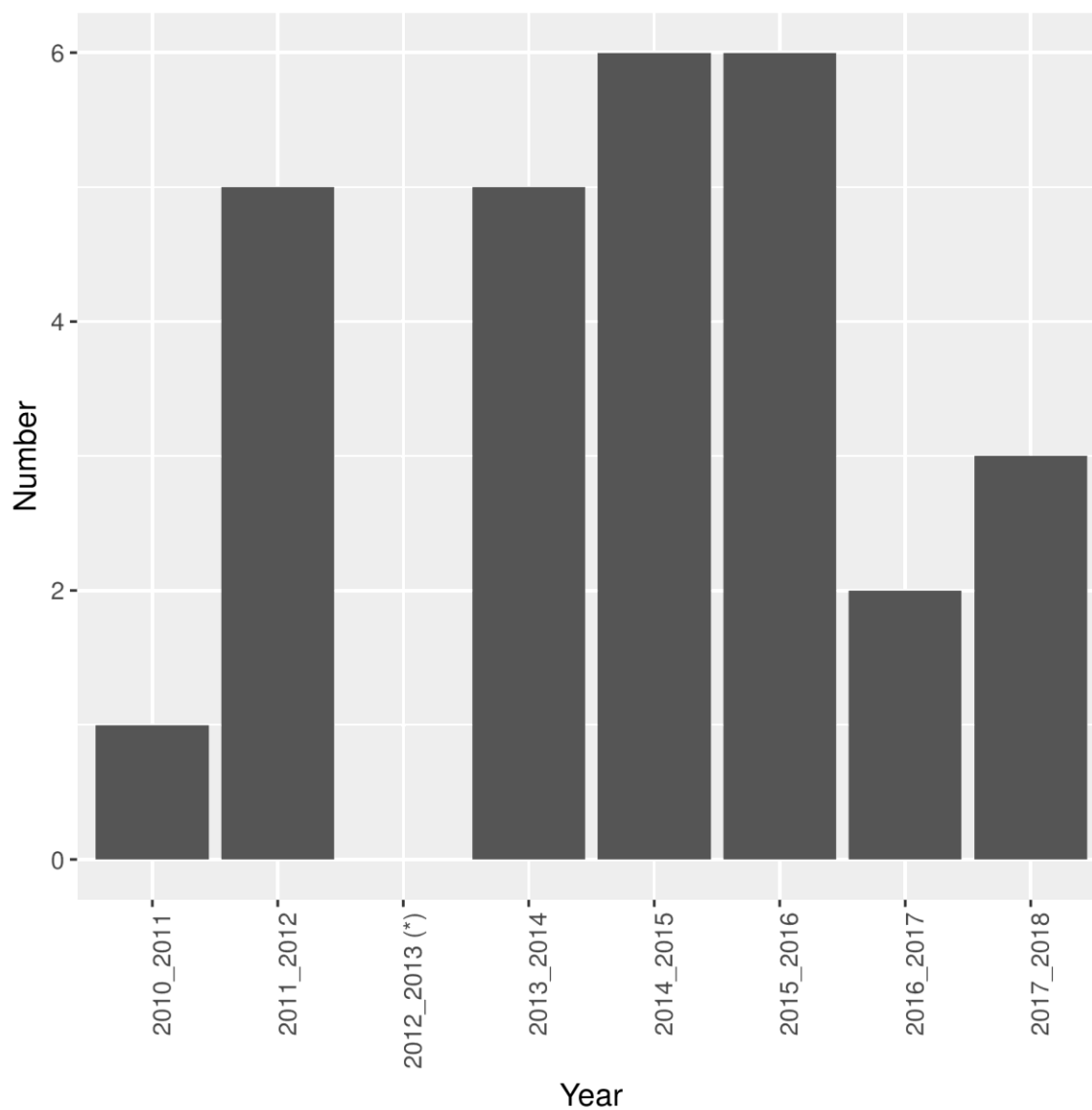
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

7 HIGHWAYS & TRANSPORT



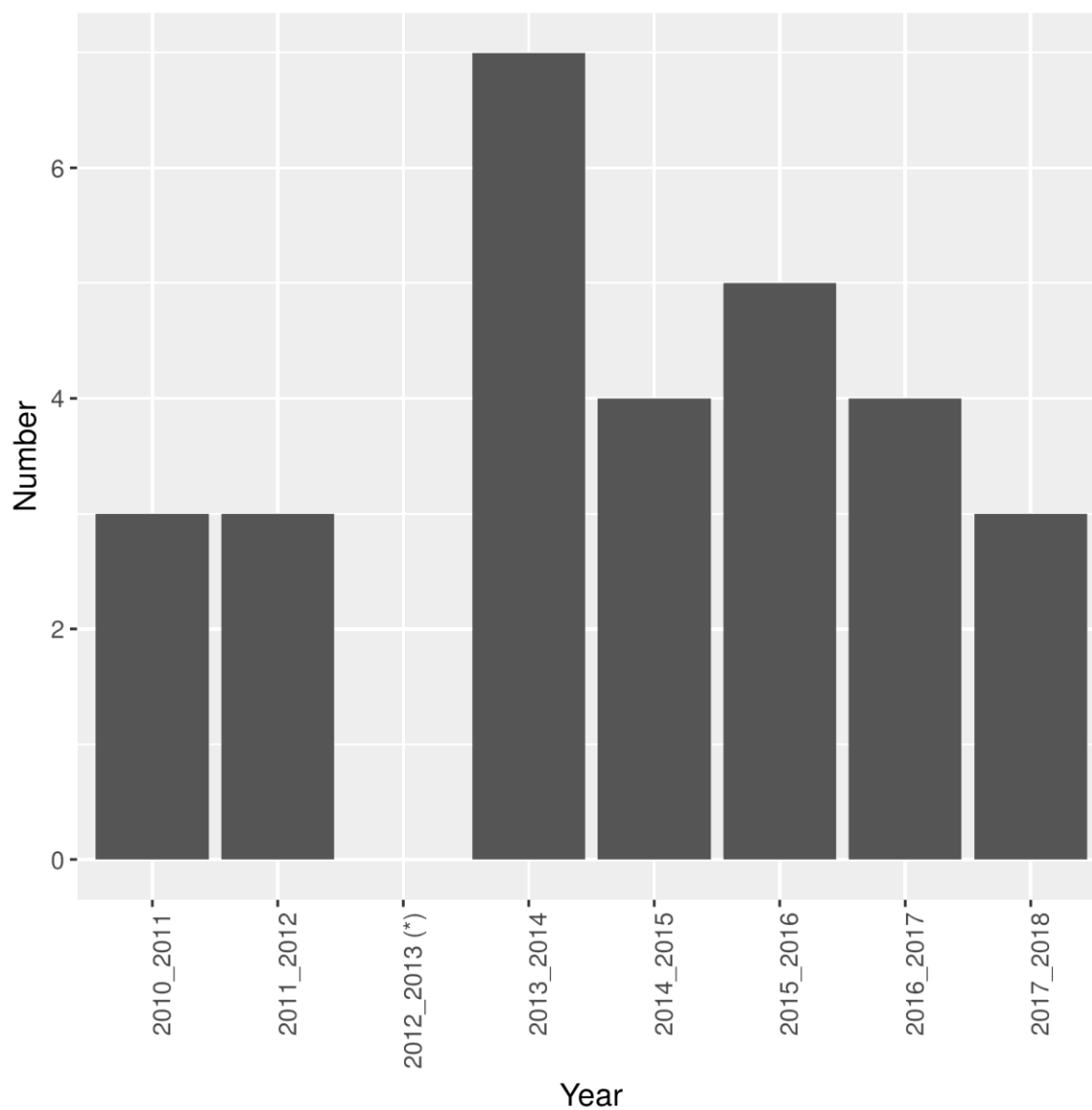
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

8 HOUSING



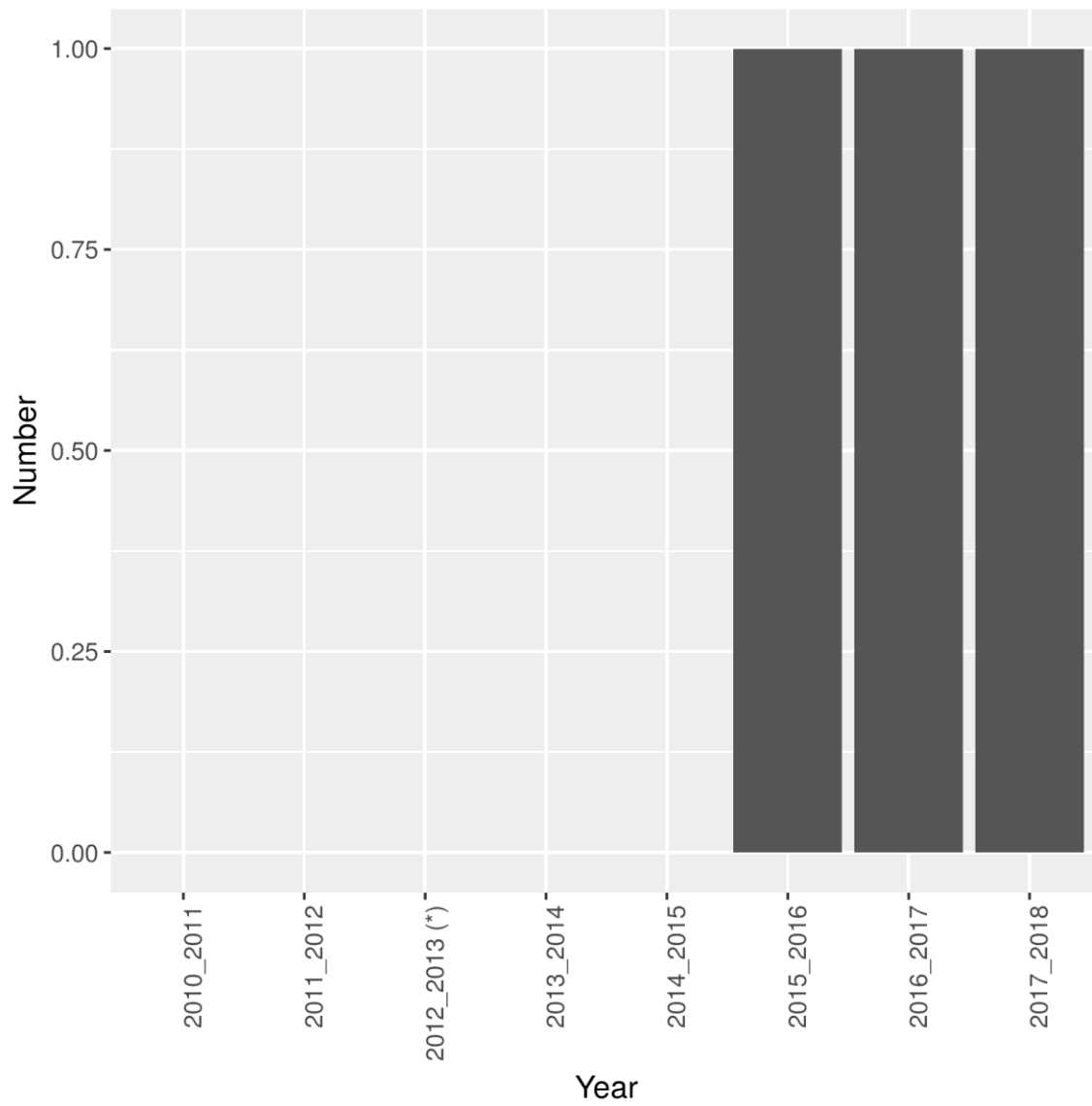
* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

9 PLANNING & DEVELOPMENT



* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

10 OTHER



* Full data are not available for 2012-2013 as the Local Government & Social Care Ombudsman's Office changed its business processes.

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