

## Appendix 5

### Local Government and Social Care Ombudsman Information

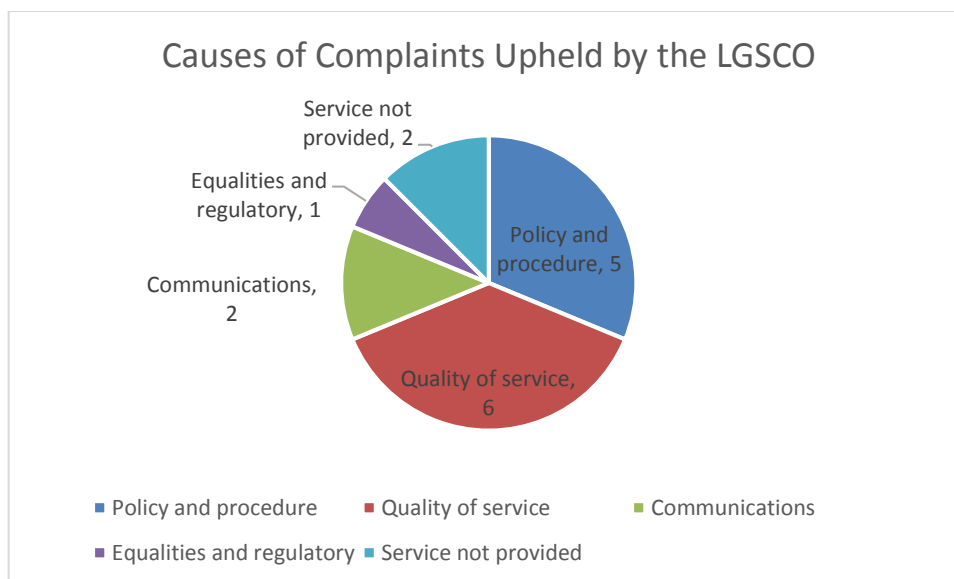
Kent Adult Social Care and Health completed a total of 48 complaints which were escalated to the Local Government and Social Care Ombudsman (LGSCO) in 2022-23. Of these, three cases were closed with an outcome of Not Upheld, and 14 complaints assessed by the LGSCO were found to be Upheld, a further 25 were closed following our response to their initial enquiries as no further action or because the complaint fell outside of the LGSCO's jurisdiction, and six were referred for local resolution as they were considered premature and had not previously been through the Council's own complaints process.

<b>Division</b>	<b>Closed after initial enquiry - no further action</b>	<b>Closed after initial enquiry - out of jurisdiction</b>	<b>Not upheld: No fault</b>	<b>Referred back for local resolution</b>	<b>Upheld: Fault and Injustice</b>	<b>Upheld: Maladministration and Injustice</b>	<b>Upheld: No further action</b>	<b>Total</b>	<b>%</b>
ASCH County Services	2	0	0	0	0	0	0	2	4%
Business Delivery Unit	1	0	0	1	2	0	0	4	8%
Children, Young People and Education	3	0	0	1	0	0	0	4	8%
East Kent - Ashford & Canterbury	4	0	1	0	3	1	0	9	19%
East Kent - Thanet & South Kent Coast	5	0	0	0	0	1	0	6	13%
Finance (ASC)	0	0	1	0	0	1	0	2	4%

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OPPD East Kent	0	2	0	0	0	0	0	2	4%
Strategic Commissioning Unit	2	0	0	0	1	0	0	3	6%
West Kent - North Kent	3	1	1	3	1	0	1	10	21%
West Kent - West Kent	2	0	0	2	1	1	0	6	13%
<b>Total</b>	<b>22</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>48</b>	

## Appendix 5



Problem category	Upheld cases
Policy and procedure	5
Quality of service	6
Communications	2
Equalities and regulatory	1
Service not provided	2
<b>Total</b>	<b>16</b>

\*Some complaints have multiple problem categories.