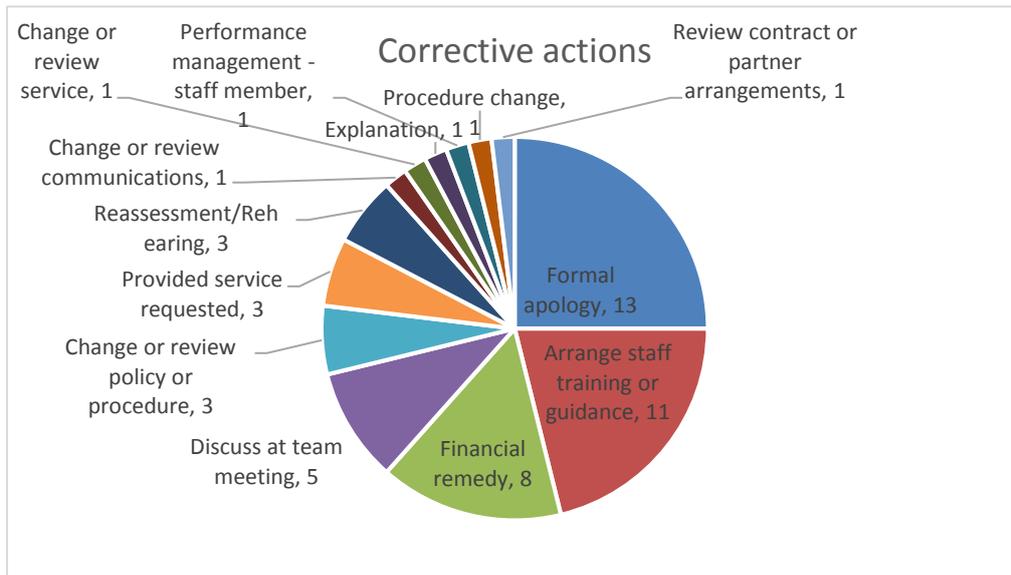


Appendix 4

Local Government and Social Care Ombudsman

Details for Cases CLOSED in the 1 April 2022 to 31 March 2023

Decision	Cases
Upheld: Maladministration and Injustice	14
Not upheld: No Maladministration	3
Closed after initial enquiries - no further action	20
Closed after initial enquiries - out of jurisdiction	5
Referred back for local resolution	6
Total	48



Appendix 4

Corrective Action	Total	%
Formal apology	13	25%
Arrange staff training or guidance	11	21%
Financial remedy	8	15%
Discuss at team meeting	5	9%
Change or review policy or procedure	3	6%
Provided service requested	3	6%
Reassessment/Rehearing	3	6%
Change or review communications	1	2%
Change or review service	1	2%
Explanation	1	2%
Performance management - staff member	1	2%
Procedure change	1	2%
Review contract or partner arrangements	1	2%
Total	52	

*Please note some cases may record more than one corrective action.