

Local Government &
Social Care
OMBUDSMAN

Authority Name	London		2021/22	2023/24	2021/22 to 2023/24	%ge change from 22 to 24	LGSO Complaints per 1000 people
Adur District Council		District	12	12	0	0.0	0.188976378
Amber Valley Borough Council		District	13	7	-6	-46.2	0.055074744
Arun District Council		District	19	18	-1	-5.3	0.113065327
Ashfield District Council		District	17	14	-3	-17.6	0.110584518
Ashford Borough Council		District	17	13	-4	-23.5	0.097965335
Babergh District Council		District	14	22	8	57.1	0.241492865
Basildon Borough Council		District	32	46	14	43.8	0.246384574
Basingstoke & Deane Borough Council		District	25	19	-6	-24.0	0.107832009
Barnsley Metropolitan Borough Council		Unitary	35	50	15	42.9	0.204415372
Bath and North East Somerset Council		Unitary	33	40	7	21.2	0.208218379
Cambridgeshire County Council		County	60	63	3	5.0	0.096197893
Derbyshire County Council		County	86	158	72	83.7	0.149338374
Devon County Council		County	140	198	58	41.4	0.246767409
Bedford Borough Council		Unitary	44	49	5	11.4	0.16978517
Bassetlaw District Council		District	6	7	1	16.7	0.059473237
Blaby District Council		District	6	6	0	0.0	0.059405941
Bolsover District Council		District	10	8	-2	-20.0	0.099255583
Boston Borough Council		District	12	9	-3	-25.0	0.036794767
Birmingham City Council		Unitary	463	493	30	6.5	0.429062781
Braintree District Council		District	9	4	-5	-55.6	0.026092629
Breckland District Council		District	17	13	-4	-23.5	0.092329545
Blackburn with Darwen Council		Unitary	30	48	18	60.0	0.322364003

East Sussex County Council	County	84	85	1	1.2	0.153266377
Brentwood Borough Council	District	30	14	-16	-53.3	0.180412371
Broadland District Council	District	11	10	-1	-9.1	0.077220077
Blackpool Borough Council	Unitary	35	47	12	34.3	0.339595376
Essex County Council	County	179	283	104	58.1	0.154412599
Bromsgrove District Council	District	18	13	-5	-27.8	0.056818182
Broxbourne Borough Council	District	14	20	6	42.9	0.204918033
Broxtowe Borough Council	District	13	17	4	30.8	0.051550925
Bolton Metropolitan Borough Council	Unitary	66	59	-7	-10.6	0.205181708
Bournemouth, Christchurch and Poole Council	Unitary	105	142	37	35.2	1.7617866
Gloucestershire County Council	County	69	90	21	30.4	0.14127176
Burnley Borough Council	District	6	7	1	16.7	0.08045977
Hampshire County Council	County	144	144	0	0.0	0.711083019
Cambridge City Council	District	19	16	-3	-15.8	0.128824477
Cannock Chase District Council	District	9	8	-1	-11.1	0.07992008
Canterbury City Council	District	39	30	-9	-23.1	0.18115942
Bracknell Forest Council	Unitary	35	36	1	2.9	0.293637847
Brighton & Hove City Council	Unitary	103	120	17	16.5	0.413230255
Castle Point Borough Council	District	8	8	0	0.0	0.088593577
Charnwood Borough Council	District	19	27	8	42.1	0.145239376
Bristol City Council	Unitary	131	186	55	42.0	2.64957265
Chelmsford City Council	District	15	17	2	13.3	0.095025154
Buckinghamshire Council	Unitary	132	173	41	31.1	0.437013254
Bury Metropolitan Borough Council	Unitary	68	78	10	14.7	0.408997955
Hertfordshire County Council	County	110	159	49	44.5	0.134249155
Calderdale Metropolitan Borough Council	Unitary	72	89	17	23.6	0.225145459
Cheltenham Borough Council	District	6	14	8	133.3	0.04122752
Cherwell District Council	District	16	10	-6	-37.5	0.065876153
Chesterfield Borough Council	District	10	21	11	110.0	0.200956938
Kent County Council	County	221	309	88	39.8	0.167345617
Central Bedfordshire Council	Unitary	62	65	3	4.8	0.225225225

Cheshire East Council		Unitary	115	131	16	13.9	0.862977602
Cheshire West & Chester Council		Unitary	70	76	6	8.6	0.230462958
City Of Bradford Metropolitan District Council		Unitary	136	135	-1	-0.7	0.247071742
City of Doncaster Council		Unitary	63	65	2	3.2	0.226047644
London Borough of Southwark	London	Unitary	152	175	23	15.1	2.16
Chichester District Council		District	9	10	1	11.1	0.083752094
Lancashire County Council		County	135	173	38	28.1	0.114154724
City of Wolverhampton Council		Unitary	36	50	14	38.9	0.145433392
Chorley Borough Council		District	5	7	2	40.0	0.05907173
City of York Council		Unitary	71	49	-22	-31.0	0.232214282
Cornwall Council		Unitary	147	177	30	20.4	2.461752434
Coventry City Council		Unitary	93	80	-13	-14.0	0.34965035
Darlington Borough Council		Unitary	26	31	5	19.2	0.290806754
Derby City Council		Unitary	47	59	12	25.5	0.618902759
Colchester City Council		District	21	22	1	4.8	0.112704918
Cotswold District Council		District	14	9	-5	-35.7	0.101123596
Craven District Council		District	16	2	-14	-87.5	0.035087719
Dorset Council		Unitary	121	117	-4	-3.3	0.451214809
Dudley Metropolitan Borough Council		Unitary	87	94	7	8.0	0.117152204
Durham County Council		Unitary	94	121	27	28.7	1.682892907
Crawley Borough Council		District	9	15	6	66.7	0.134288272
East Riding of Yorkshire Council		Unitary	90	81	-9	-10.0	0.236703682
Leicestershire County Council		County	89	104	15	16.9	0.647975078
Gateshead Metropolitan Borough Council		Unitary	54	74	20	37.0	0.914709518
Halton Borough Council		Unitary	23	32	9	39.1	0.395550062
Hartlepool Borough Council		Unitary	20	21	1	5.0	0.080987273
Herefordshire Council		Unitary	65	63	-2	-3.1	0.325413223
Isle of Wight Council		Unitary	45	45	0	0.0	0.191050352
Lincolnshire County Council		County	93	79	-14	-15.1	0.103088344
Kingston upon Hull City Council		Unitary	67	44	-23	-34.3	0.164794007
Kirklees Metropolitan Borough Council		Unitary	123	98	-25	-20.3	0.483931499

Dacorum Borough Council		District	17	16	-1	-5.9	0.061192489
Dartford Borough Council		District	14	10	-4	-28.6	0.091157703
Derbyshire Dales District Council		District	3	10	7	233.3	0.029448229
Knowsley Metropolitan Borough Council		Unitary	24	34	10	41.7	0.348360656
Leeds City Council		Unitary	190	217	27	14.2	1.478201635
Leicester City Council		Unitary	73	93	20	27.4	0.324963485
Liverpool City Council		Unitary	114	124	10	8.8	0.433284647
Norfolk County Council		County	110	99	-11	-10.0	0.10805501
Dover District Council		District	23	25	2	8.7	0.214776632
East Cambridgeshire District Council		District	9	3	-6	-66.7	0.033149171
East Devon District Council		District	23	25	2	8.7	0.115633673
London Borough of Camden	London	Unitary	95	137	42	44.2	1.11
East Hampshire District Council		District	14	14	0	0.0	0.115511551
Royal Borough of Kingston upon Thames	London	Unitary	40	59	19	47.5	1.10
London Borough of Lambeth	London	Unitary	197	249	52	26.4	0.88
East Hertfordshire District Council		District	20	11	-9	-45.0	0.074274139
East Lindsey District Council		District	17	13	-4	-23.5	0.092002831
East Staffordshire Borough Council		District	6	10	4	66.7	0.032062586
East Suffolk Council		District	31	24	-7	-22.6	0.097560976
London Borough of Bromley	London	Unitary	124	154	30	24.2	0.87
London Borough of Redbridge	London	Unitary	127	153	26	20.5	0.87
London Borough Of Brent	London	Unitary	95	141	46	48.4	0.80
Royal Borough of Kensington & Chelsea	London	Unitary	67	89	22	32.8	0.69
London Borough of Wandsworth	London	Unitary	110	119	9	8.2	0.68
London Borough of Tower Hamlets	London	Unitary	143	182	39	27.3	0.64
London Borough of Enfield	London	Unitary	137	180	43	31.4	0.63
London Borough of Haringey	London	Unitary	139	175	36	25.9	0.62
London Borough of Barking & Dagenham	London	Unitary	135	121	-14	-10.4	0.57
Eastbourne Borough Council		District	25	19	-6	-24.0	0.077677841
Nottinghamshire County Council		County	82	96	14	17.1	0.832610581
Oxfordshire County Council		County	64	118	54	84.4	0.170602327

Eastleigh Borough Council		District	22	12	-10	-45.5	0.086642599
Eden District Council		District	4	1	-3	-75.0	0.019011407
Elmbridge Borough Council		District	13	16	3	23.1	0.117302053
London Borough of Ealing	London	Unitary	150	156	6	4.0	0.55
London Borough of Havering	London	Unitary	72	96	24	33.3	0.55
London Borough of Lewisham	London	Unitary	116	155	39	33.6	0.54
Epping Forest District Council		District	29	36	7	24.1	0.273141123
London Borough of Waltham Forest	London	Unitary	138	146	8	5.8	0.54
London Borough of Hillingdon	London	Unitary	131	125	-6	-4.6	0.51
Epsom & Ewell Borough Council		District	25	24	-1	-4.0	0.297766749
Erewash Borough Council		District	7	6	-1	-14.3	0.051858254
Exeter City Council		District	13	10	-3	-23.1	0.077579519
London Borough of Croydon	London	Unitary	227	186	-41	-18.1	0.48
London Borough of Newham	London	Unitary	207	167	-40	-19.3	0.47
London Borough of Hounslow	London	Unitary	105	135	30	28.6	0.47
Westminster City Council	London	Unitary	111	96	-15	-13.5	0.46
Fareham Borough Council		District	10	5	-5	-50.0	0.042992261
London Borough of Hackney	London	Unitary	121	132	11	9.1	0.46
Royal Borough of Greenwich	London	Unitary	114	114	0	0.0	0.44
London Borough of Islington	London	Unitary	89	124	35	39.3	0.43
London Borough of Merton	London	Unitary	71	72	1	1.4	0.41
Fenland District Council		District	5	7	2	40.0	0.068292683
London Borough of Barnet	London	Unitary	167	158	-9	-5.4	0.40
Folkestone & Hythe District Council		District	18	27	9	50.0	0.174019529
Forest of Dean District Council		District	6	13	7	116.7	0.152224824
London Borough of Hammersmith & Fulham	London	Unitary	80	72	-8	-10.0	0.39
Fylde Borough Council		District	9	11	2	22.2	0.135970334
London Borough of Harrow	London	Unitary	86	98	12	14.0	0.34
Luton Borough Council		Unitary	69	69	0	0.0	0.258426966
Manchester City Council		Unitary	134	163	29	21.6	2.07115629
Gedling Borough Council		District	20	13	-7	-35.0	0.06012951

Gloucester City Council		District	12	16	4	33.3	0.123934934
Medway Council		Unitary	80	91	11	13.8	0.838122605
Middlesbrough Borough Council		Unitary	41	50	9	22.0	0.354609929
Gosport Borough Council		District	6	6	0	0.0	0.070257611
Milton Keynes Council		Unitary	76	119	43	56.6	0.440409618
Newcastle upon Tyne City Council		Unitary	65	68	3	4.6	0.244128354
Gravesham Borough Council		District	20	12	-8	-40.0	0.112359551
Great Yarmouth Borough Council		District	15	19	4	26.7	0.191339376
Guildford Borough Council		District	20	17	-3	-15.0	0.064829574
North East Lincolnshire Council		Unitary	24	22	-2	-8.3	0.081420266
North Lincolnshire Council		Unitary	25	43	18	72.0	0.372940156
North Northamptonshire Council		Unitary	55	101	46	83.6	0.964660936
Harborough District Council		District	6	7	1	16.7	0.024459617
Harlow District Council		District	22	30	8	36.4	0.342465753
North Somerset Council		Unitary	53	60	7	13.2	0.465116279
North Tyneside Metropolitan Borough Council		Unitary	48	50	2	4.2	0.185046058
Northumberland County Council		Unitary	103	90	-13	-12.6	0.424532307
Nottingham City Council		Unitary	73	87	14	19.2	0.612244898
Staffordshire County Council		County	104	160	56	53.8	0.774068699
Oldham Metropolitan Borough Council		Unitary	55	71	16	29.1	0.727459016
Peterborough City Council		Unitary	36	48	12	33.3	0.315976565
Hart District Council		District	10	8	-2	-20.0	0.083333333
Plymouth City Council		Unitary	87	74	-13	-14.9	0.323426573
Portsmouth City Council		Unitary	38	44	6	15.8	0.289645185
Reading Borough Council		Unitary	57	40	-17	-29.8	0.247249351
Redcar & Cleveland Council		Unitary	30	27	-3	-10.0	0.127359692
Rochdale Metropolitan Borough Council		Unitary	30	60	30	100.0	1.117318436
Hastings Borough Council		District	13	8	-5	-38.5	0.08673403
Rotherham Metropolitan Borough Council		Unitary	45	48	3	6.7	0.185113768
London Borough of Sutton	London	Unitary	70	77	7	10.0	0.33
Suffolk County Council		County	148	140	-8	-5.4	0.684596577

London Borough of Richmond upon Thames	London	Unitary	48	54	6	12.5	0.31
Surrey County Council		County	163	324	161	98.8	0.270849565
London Borough of Bexley	London	Unitary	72	81	9	12.5	0.28
Royal Borough of Windsor and Maidenhead Council		Unitary	52	55	3	5.8	0.426356589
Rutland County Council		Unitary	8	16	8	100.0	0.065988361
Salford City Council		Unitary	63	75	12	19.0	0.337212021
Sandwell Metropolitan Borough Council		Unitary	92	93	1	1.1	0.360730771
Havant Borough Council		District	19	18	-1	-5.3	0.143426295
Hertsmere Borough Council		District	14	15	1	7.1	0.143403442
High Peak Borough Council		District	16	9	-7	-43.8	0.09771987
Hinckley & Bosworth Borough Council		District	11	13	2	18.2	0.141150923
Horsham District Council		District	16	17	1	6.3	0.118302018
Huntingdonshire District Council		District	15	19	4	26.7	0.080665704
Hyndburn Borough Council		District	9	8	-1	-11.1	0.09913259
Ipswich Borough Council		District	13	9	-4	-30.8	0.03821007
King's Lynn & West Norfolk Council		District	17	14	-3	-17.6	0.053543428
Sefton Metropolitan Borough Council		Unitary	55	49	-6	-10.9	0.220311854
Sheffield City Council		Unitary	114	148	34	29.8	0.605069501
Shropshire Council		Unitary	77	81	4	5.2	0.323807011
Slough Borough Council		Unitary	50	53	3	6.0	0.205577751
Lancaster City Council		District	14	13	-1	-7.1	0.055192324
Solihull Metropolitan Borough Council		Unitary	52	52	0	0.0	0.212591987
Lewes District Council		District	19	13	-6	-31.6	0.124521073
Lichfield District Council		District	9	7	-2	-22.2	0.025780505
Lincoln City Council		District	11	10	-1	-9.1	0.037453184
South Tyneside Metropolitan Borough Council		Unitary	48	69	21	43.8	0.287343159
Warwickshire County Council		County	54	79	25	46.3	0.13532356
Maidstone Borough Council		District	27	33	6	22.2	0.190641248
Maldon District Council		District	13	14	1	7.7	0.212443096
Malvern Hills District Council		District	8	9	1	12.5	0.114358323
Mansfield District Council		District	12	11	-1	-8.3	0.042421905

Southampton City Council	Unitary	55	68	13	23.6	0.283178765
Southend-on-Sea City Council	Unitary	45	61	16	35.6	0.266608392
Melton Borough Council	District	6	13	7	116.7	0.048689139
Mid Devon District Council	District	9	9	0	0.0	0.109489051
Mid Suffolk District Council	District	7	6	-1	-14.3	0.05842259
Mid Sussex District Council	District	14	16	2	14.3	0.062061208
Mole Valley District Council	District	13	19	6	46.2	0.068212334
St Helens Metropolitan Borough Council	Unitary	41	53	12	29.3	0.295542879
Stockport Metropolitan Borough Council	Unitary	97	75	-22	-22.7	0.353776922
Stockton-on-Tees Borough Council	Unitary	34	48	14	41.2	0.203787043
West Sussex County Council	County	128	160	32	25.0	0.774068699
Stoke-on-Trent City Council	Unitary	76	83	7	9.2	0.395049976
Sunderland City Council	Unitary	40	55	15	37.5	0.266086115
Swindon Borough Council	Unitary	56	63	7	12.5	0.289672486
New Forest District Council	District	13	12	-1	-7.7	0.066889632
Newark & Sherwood District Council	District	10	11	1	10.0	0.139771283
Tameside Metropolitan Borough Council	Unitary	74	55	-19	-25.7	0.268948655
Newcastle-under-Lyme Borough Council	District	12	15	3	25.0	0.11627907
Telford & Wrekin Council	Unitary	35	27	-8	-22.9	0.203313253
Thurrock Council	Unitary	82	89	7	8.5	0.510613884
North Devon District Council	District	9	16	7	77.8	0.166666667
North East Derbyshire District Council	District	10	14	4	40.0	0.052434457
North Hertfordshire District Council	District	10	8	-2	-20.0	0.059568131
North Kesteven District Council	District	6	11	5	83.3	0.041198502
Torbay Council	Unitary	66	83	17	25.8	0.391513127
North Norfolk District Council	District	15	13	-2	-13.3	0.053615544
Worcestershire County Council	County	61	83	22	36.1	0.139140347
North Warwickshire Borough Council	District	6	3	-3	-50.0	0.011440513
North West Leicestershire District Council	District	12	9	-3	-25.0	0.043541364
Norwich City Council	District	24	43	19	79.2	0.163980688
Nuneaton & Bedworth Borough Council	District	27	41	14	51.9	0.049509374

Oadby & Wigston Borough Council	District	3	4	1	33.3	0.019351717
Oxford City Council	District	20	19	-1	-5.0	0.122897801
Trafford Council	Unitary	75	69	-6	-8.0	0.34072728
Wakefield City Council	Unitary	84	59	-25	-29.8	0.278304512
Pendle Borough Council	District	14	11	-3	-21.4	0.053217223
Preston City Council	District	9	13	4	44.4	0.050134979
Redditch Borough Council	District	12	7	-5	-41.7	0.034229829
Reigate & Banstead Borough Council	District	13	10	-3	-23.1	0.118623962
Ribble Valley Borough Council	District	7	5	-2	-28.6	0.082236842
Walsall Metropolitan Borough Council	Unitary	41	56	15	36.6	0.273838631
Rochford District Council	District	5	5	0	0.0	0.021853147
Rossendale Borough Council	District	13	6	-7	-53.8	0.026223776
Rother District Council	District	17	23	6	35.3	0.088700347
Rugby Borough Council	District	15	10	-5	-33.3	0.047596383
Runnymede Borough Council	District	8	12	4	50.0	0.093023256
Rushcliffe Borough Council	District	10	7	-3	-30.0	0.033317468
Rushmoor Borough Council	District	4	5	1	25.0	0.0244449878
Warrington Council	Unitary	43	51	8	18.6	0.240568307
West Berkshire Council	Unitary	30	32	2	6.7	0.156479218
Selby District Council	District	17	1	-16	-94.1	0.004717026
Sevenoaks District Council	District	24	12	-12	-50.0	0.098522167
Somerset West and Taunton Council	District	26	2	-24	-92.3	0.009434051
South Cambridgeshire District Council	District	14	11	-3	-21.4	0.04266708
South Derbyshire District Council	District	7	20	13	185.7	0.07757651
South Gloucestershire Council	District	61	62	1	1.6	0.28507451
South Hams District Council	District	27	17	-10	-37.0	0.072174578
South Holland District Council	District	10	10	0	0.0	0.081833061
South Kesteven District Council	District	15	19	4	26.7	0.083041958
South Norfolk District Council	District	14	10	-4	-28.6	0.075075075
West Northamptonshire Council	Unitary	88	115	27	30.7	0.628072092
South Oxfordshire District Council	District	15	11	-4	-26.7	0.077848549

City of London	London	Unitary	12	9	-3	-25.0	0.04
South Ribble Borough Council		District	5	18	13	260.0	0.162162162
South Staffordshire District Council		District	8	3	-5	-62.5	0.026338894
Spelthorne Borough Council		District	14	5	-9	-64.3	0.021227817
St Albans City Council		District	20	23	3	15.0	0.155300473
Stafford Borough Council		District	12	12	0	0.0	0.058679707
Wigan Metropolitan Borough Council		Unitary	62	63	1	1.6	0.30478955
Wiltshire Council		Unitary	81	93	12	14.8	0.454767726
Staffordshire Moorlands District Council		District	9	13	4	44.4	0.133882595
Stevenage Borough Council		District	8	18	10	125.0	0.076420141
Wirral Metropolitan Borough Council		Unitary	82	82	0	0.0	0.386796102
Stratford-on-Avon District Council		District	16	6	-10	-62.5	0.026976962
Stroud District Council		District	14	12	-2	-14.3	0.098199673
Wokingham Borough Council		Unitary	52	51	-1	-1.9	0.249388753
Surrey Heath Borough Council		District	15	7	-8	-53.3	0.033019179
Swale Borough Council		District	14	16	2	14.3	0.079009224
Tamworth Borough Council		District	8	6	-2	-25.0	0.078431373
Tandridge District Council		District	12	15	3	25.0	0.168918919
Teignbridge District Council		District	13	16	3	23.1	0.120481928
Tendring District Council		District	28	23	-5	-17.9	0.11357576
Test Valley Borough Council		District	9	10	1	11.1	0.079617834
Tewkesbury Borough Council		District	6	8	2	33.3	0.069384215
Thanet District Council		District	37	21	-16	-43.2	0.103699607
Three Rivers District Council		District	16	15	-1	-6.3	0.161812298
Tonbridge and Malling Borough Council		District	20	12	-8	-40.0	0.058679707
Torridge District Council		District	14	11	-3	-21.4	0.060010911
Tunbridge Wells Borough Council		District	9	13	4	44.4	0.109797297
Uttlesford District Council		District	19	15	-4	-21.1	0.070755384
Vale of White Horse District Council		District	25	4	-21	-84.0	0.018868103
Warwick District Council		District	15	12	-3	-20.0	0.056604308
Watford Borough Council		District	15	12	-3	-20.0	0.124352332

Waverley Borough Council	District	21	19	-2	-9.5	0.150435471
Wealden District Council	District	12	13	1	8.3	0.063569682
Welwyn Hatfield Borough Council	District	27	29	2	7.4	0.234059726
West Devon Borough Council	District	13	8	-5	-38.5	0.144404332
West Lancashire Borough Council	District	16	17	1	6.3	0.148083624
West Lindsey District Council	District	12	10	-2	-16.7	0.103305785
West Oxfordshire District Council	District	7	4	-3	-42.9	0.036133695
West Suffolk Council	District	18	15	-3	-16.7	0.436046512
Winchester City Council	District	24	10	-14	-58.3	0.080256822
Woking Borough Council	District	11	10	-1	-9.1	0.098231827
Worcester City Council	District	7	6	-1	-14.3	0.05923001
Worthing Borough Council	District	23	18	-5	-21.7	0.162308386
Wychavon District Council	District	7	11	4	57.1	0.087163233
Wyre Borough Council	District	14	16	2	14.3	0.142984808
Wyre Forest District Council	District	4	7	3	75.0	0.034566536