

Additional Information Regarding LGO Annual Results For Councils With Similarities to CYC.

During the consideration of the report by the Standards Committee at its meeting in August, it was noted that it would be useful for comparative purposes if the report were to contain some information about the LGO stats of other councils similar to CYC in structure and size etc. It was suggested that this would facilitate the contextualisation of the results.

In order to do this we studied the LGO annual stats for a small selection of other unitary councils with similar population sizes and primarily urban in nature, and we have set out below a sample of results from that sample group. Overall the results considered led us to the conclusion that CYC was unremarkable in this regard in that the number of complaints received by the LGO was about the average for this type of authority. However, it should be noted that comparisons between local authorities are problematic due to the fact that no authority is exactly the same.

Sample Annual Information

Over 08/09, City of York Council received a total of 57 complaints and enquiries regarding it's services.

Sunderland City Council is a Unitary authority of similar population to CYC and based in the North East of England. They received a total of 56 complaints in the 08-09 period.

Southampton City Council which is Unitary and similar in size received 59 complaints. Looking at these and a number of other councils led us to conclude that this level of complaints received was broadly average.

In relation to the number of complaints that required settlement; CYC received a total of 7. Once again we found this result to be similar to average finding amongst the comparative LA's Sunderland with 11 settlements and Southampton with 6 settlements.

Whilst studying the results we did come across some extremes in both directions. For example the LGO received 249 complaints in respect of London Borough of Hackney with 53 requiring settlement, a significantly larger number than CYC and the other comparator authorities.