

## Local Government Ombudsman Annual Report

Service	2014/15	Decision					
		Upheld	Not upheld	Advice Given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution
Adult Social Care	16	1	2	0	3	1	10
Benefits and Council Tax	26	2	0	0	5	1	20
Corporate and other services	14	0	0	1	2	5	6
Education and Children Services	17	0	2	0	7	2	5
Environmental Services and Public Protection	18	0	1	1	4	0	10
Highways and Transport	17	1	1	0	5	2	6
Housing	35	6	3	7	2	3	15
Planning and Development	11	2	0	0	1	2	6
<b>Total</b>	<b>154</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>29</b>	<b>16</b>	<b>78</b>

## Local Government Ombudsman Annual Report

Service	2015/16	Decision					
		Upheld	Not upheld	Advice Given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution
Adult Social Care	16	3	2	0	3	2	6
Benefits and Council Tax	41	3	0	0	11	1	27
Corporate and other services	3	0	0	0	1	1	1
Education and Children Services	13	2	2	0	4	2	4
Environmental Services and Public Protection	6	2	0	1	2	0	4
Highways and Transport	16	3	3	1	8	0	5
Housing	47	10	1	3	5	0	22
Planning and Development	14	2	0	0	4	0	7
Other	1	0	0	0	0	0	0
<b>Total</b>	<b>157</b>	<b>25</b>	<b>8</b>	<b>5</b>	<b>38</b>	<b>6</b>	<b>76</b>