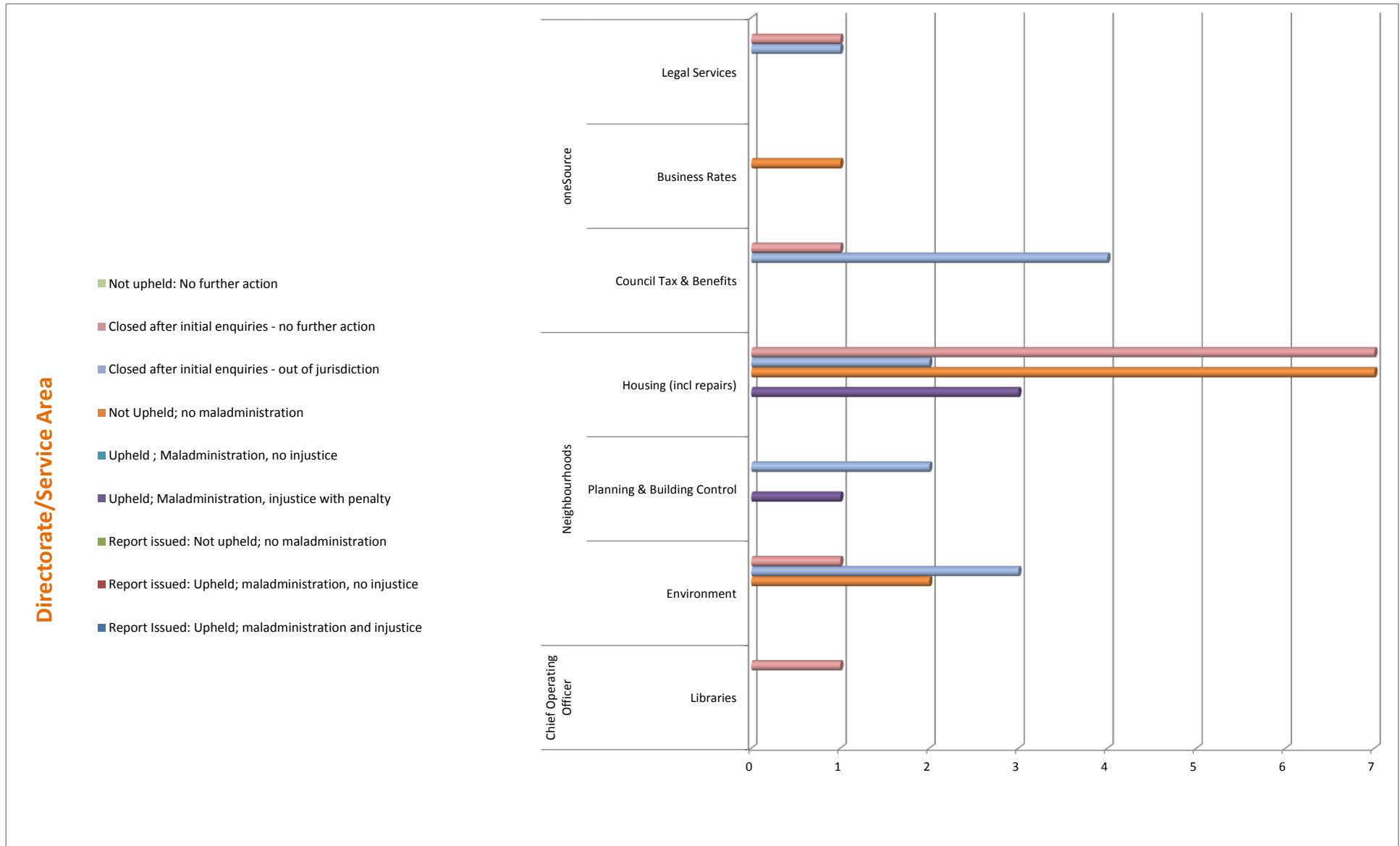


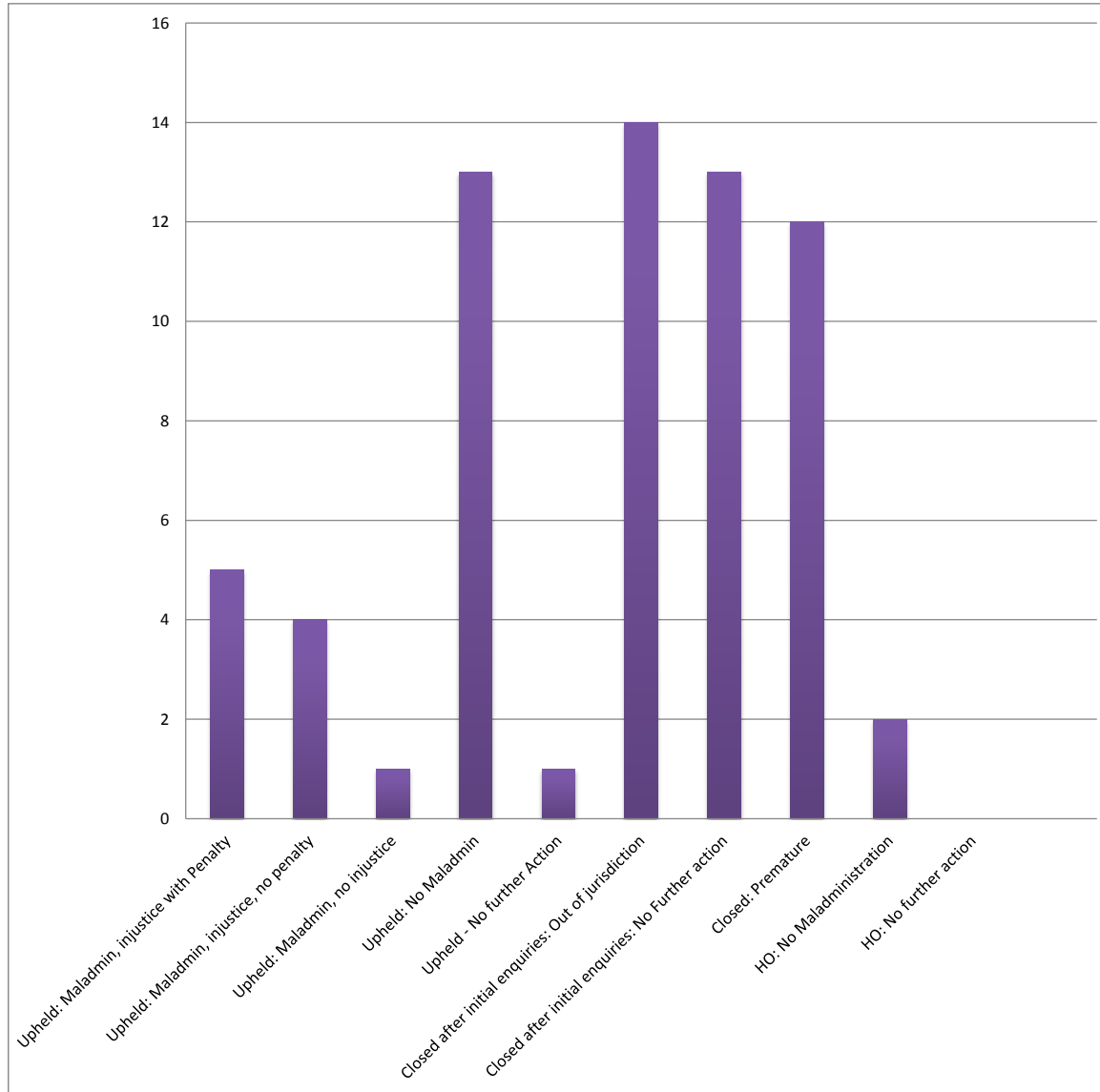
Complaints determined:

		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld; Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: No further action	Not Upheld; no maladministration	Closed after initial enquiries - out of jurisdiction	Closed after initial enquiries - no further action	Closed: Premature	HO: No maladministration	HO: No further action	HO: Resolved locally - No further action	Not upheld: No further action	
Adult Social Care	Adult Services				1	2	1		1	1	1						7
Children's Services	Children's Services Learning & Achievement				1					2		3					6
										1							1
Chief Operating Officer	Libraries										1						1
Neighbourhoods	Environment Planning & Building Control					1			2	3	1	1					8
	Housing (incl repairs)				1					2		3					6
						3	1			7	2	7	4	2			
oneSource	Council Tax & Benefits									4	1	2					7
	Business Rates								1								1
	Legal Services									1	1						2
Total :		0	0	0	4	2	0	0	10	12	11	10	2	0	0	0	65

Decisions



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Ms A

Ms A complained the Council was wrong to refuse free transport for her son to attend the school named on his Education Health & Care Plan because it is outside the borough. Ombudsman determined there was fault by the Council which caused Ms A to suffer injustice. To remedy this, the Council was asked to repay Ms A's and her son's travel costs from the time he started school, pay the taxi fare costs for transporting him to school in the future and pay £250 in recognition of the difficulties she has faced and her time and trouble in pursuing matters.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

2. Mrs W

Mrs W complained that the Council did not tell her mother it would charge her for her care package before she returned home from hospital. Also, that it did not ensure a care provider responded to her complaint about its carers. Ombudsman determined the Council should consider at the earliest opportunity what action it needs to take to ensure it provides people with information about key changes. The council apologised to the customer for failing to provide information about the charges before she went home and the failure to ensure she received a response to her complaint from the care provider. The Council was asked to pay £250 to remedy the distress it had caused.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

3. Miss X

Miss X complained the Council had delayed a housing offer following its acceptance of a homelessness duty and did not properly explain the Homelessness Policy. The Council agreed to expedite an accommodation offer and make a payment of £100.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

4. Mrs B

Mr D complained about delays by the Council in carrying out repairs and the removal of a decorating allowance which had previously been agreed. Housing Ombudsman ordered the Council to pay the customer £180.27 and apologise for the service failures identified.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

5. Miss B

Miss J complained that the Council had wrongly removed her from the Housing Register and failed to take account of her personal circumstances. She also complained that the Council failed to respond to her correspondence and telephone calls. The Council was asked to pay Miss B £500 in recognition of the distress, raised expectations and time and trouble caused. The Council also re-issued the decision letter on Miss J's latest application to join the Housing Register with a full explanation as to why she was not eligible.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

6. Mrs B

The Ombudsman found that the Care Home where Mrs F's late father was staying did not have proper procedures in place to guide staff on when to call an ambulance. It was determined that the Council also gave Mrs F misleading information about the level of charges and required procedural changes and an apology from both the Council and Care Home.

Ombudsman decision: Upheld - Maladministration, no Injustice

7. Miss T

The Council was found at fault for not considering a medical form when it removed Miss T from the Housing Register. Following consideration of the medical form, there was no change in the Council's decision, although it was agreed that consideration would be given to any appeal made.

Ombudsman decision: Upheld - Maladministration, Injustice, no penalty

8. Mrs B

The Ombudsman found fault on Mrs P's complaint against the Council made on behalf of her mother. The Council failed to explain the Mrs P that a reablement placement depended on the acceptance of a referral and her meeting criteria. The Council had failed to fully explain why her mother was not eligible for the placement. Charges were waived, and apology sent to the family and steps taken to ensure improvements were made to the information and advice given in future.

Ombudsman decision: Upheld - Maladministration, Injustice, no penalty

9. Mrs A

Mrs A complained on behalf of her husband that he was wrongly advised he would not be charged anything to attend a day care centre only once a week.

The Ombudsman did not find enough evidence to conclude an officer had told Mr A that attendance at a day care centre for one day a week would be free. However, the Council did not charge in accordance with published policy and Mr A was therefore overcharged. A new invoice was issued.

Ombudsman decision: Upheld - Maladministration, Injustice, no penalty

10. Mr D

Mr D complained that despite an assurance from the Council that it can and does take enforcement action against owners whose vehicles block crossovers, since paying to extend the existing one outside his home, it has failed to do so and has ignored his reports, therefore failing to properly address his complaint.

The Council introduced changes as a result of the investigation, in addition, it agreed to: 1) Apologise to Mr D 2) Remind all CEO's and others involved in enforcement decisions that the policy does not depend on whether wheels are in or outside the dropped kerb area. 3) Prepare a fact sheet which is to be added to the same web page as the Dropped Kerb Application Form. 4) Record CEO visits on their handheld computers. 5) Prepare an automatic reply to emails explaining officers will visit if available. 6) Request forms on the Council website for CEO visits will explain a visit may not be immediate and that a response will not be sent to the contact.

Ombudsman decision: Upheld - Maladministration, Injustice, no penalty