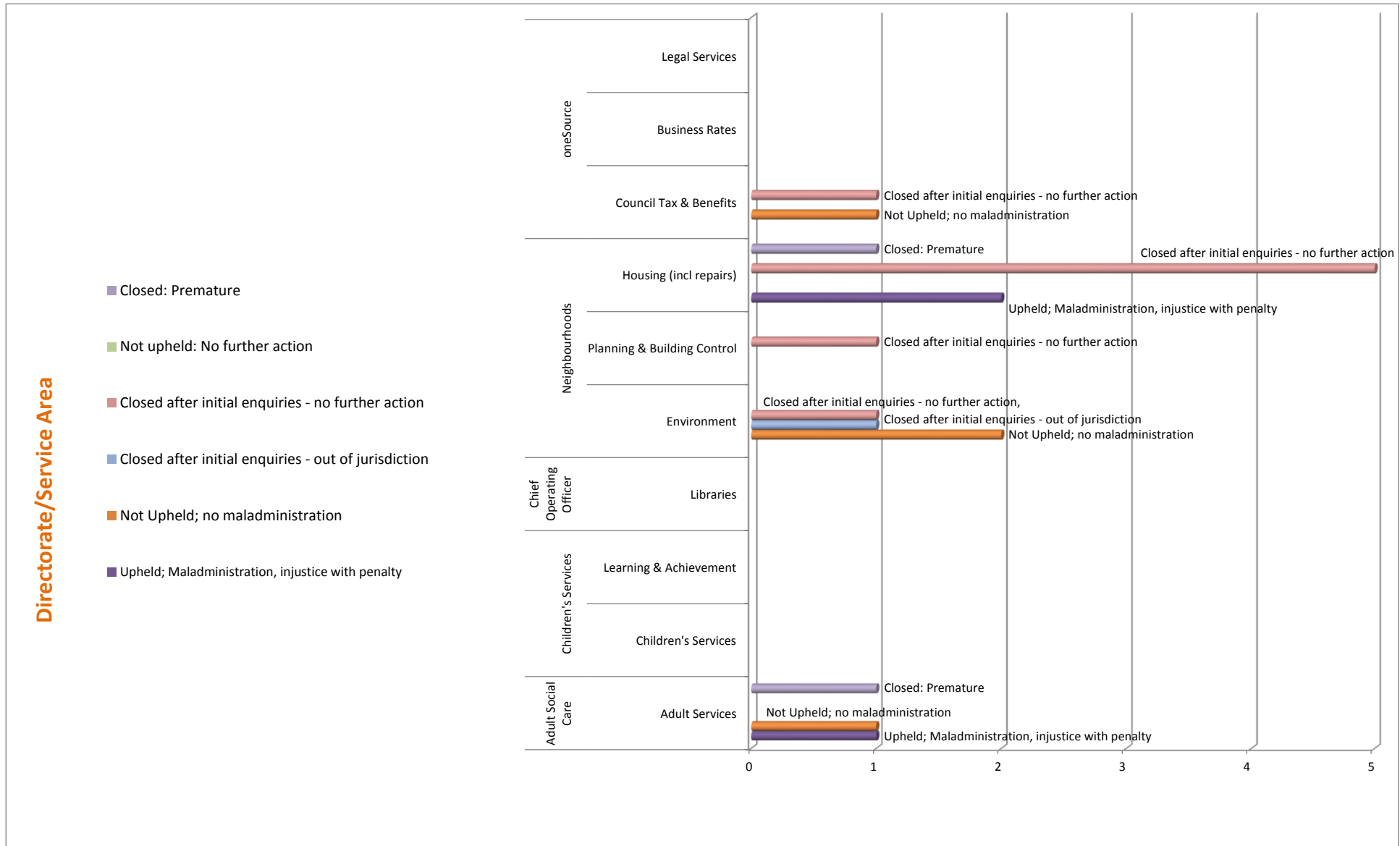


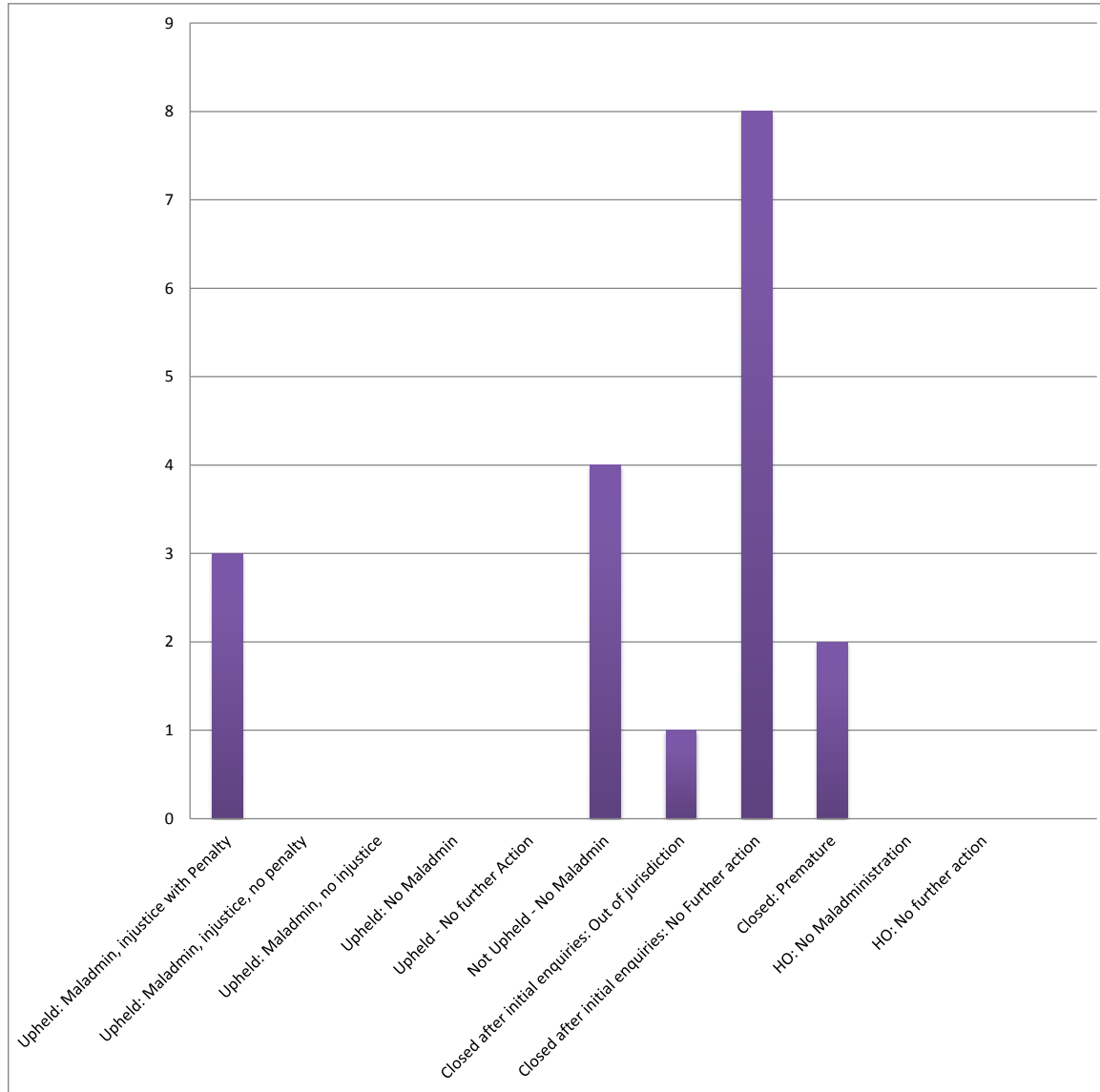
### Complaints determined:

|                         |  | 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   |  |  |                           | 1                                |  |  | 1                 |                          |                       |  |                               | 3  |
| Children's Services     | Children's Services Learning & Achievement |  |  |   |   |  |  |                           |                                  |  |  |                   |                          |                       |  |                               | 0  |
| Chief Operating Officer | Libraries                                  |  |  |   |   |  |  |                           |                                  |  |  |                   |                          |                       |  |                               | 0  |
| Neighbourhoods          | Environment Planning & Building Control    |  |  |   |   |  |  |                           | 2                                | 1  | 1  |                   |                          |                       |  |                               | 4  |
|                         | Housing (incl repairs)                     |  |  |   | 2   |  |  |                           |                                  |  | 1  | 1                 |                          |                       |  |                               | 8  |
| oneSource               | Council Tax & Benefits                     |  |  |   |   |  |  |                           | 1                                |  | 1  |                   |                          |                       |  |                               | 2  |
|                         | Business Rates                             |  |  |   |   |  |  |                           |                                  |  |  |                   |                          |                       |  |                               | 0  |
|                         | Legal Services                             |  |  |   |   |  |  |                           |                                  |  |  |                   |                          |                       |  |                               | 0  |
|                         | <b>Total :</b>                             | 0  | 0  | 0   | 3   | 0  | 0  | 0                         | 4                                | 1  | 8  | 2                 | 0                        | 0                     | 0  | 0                             | 18 |

# Decisions



# Outcomes



## **Significant decisions from Local Government or Housing Ombudsmen**

### **1. Mrs X**

Mrs X complained the Council had failed to properly consider her housing situation and assist her in moving to a suitable property.

The Ombudsman found there was fault by the Council caused by the delay in carrying out a suitability review; its failure to provide alternative interim accommodation; and the imposition of conditions on its statutory duty to assist her in moving to a suitable property.

The Council was asked to apologise to Mrs X for the failings identified, as well as pay Mrs X £3000 in recognition of the distress caused. The sum was to be offset against Mrs X's outstanding rent arrears.

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**

### **2. Miss A**

Miss A complained the Council was at fault in its handling of her request for assistance with her housing situation.

The Ombudsman found some evidence of fault by the Council and recommended it apologise and pay £100 in recognition of the injustice caused to her.

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**

### **3. Mr K**

Mr K claimed the Council did not deal properly with the charges for his mother's care as it did not tell her or Mr K what the cost would be. The Council was instructed to waive any charges which exceeded £115 per week. Action was also required to ensure the Council complied with its statutory responsibilities

**Ombudsman decision: Upheld - Maladministration, Injustice with penalty**

