

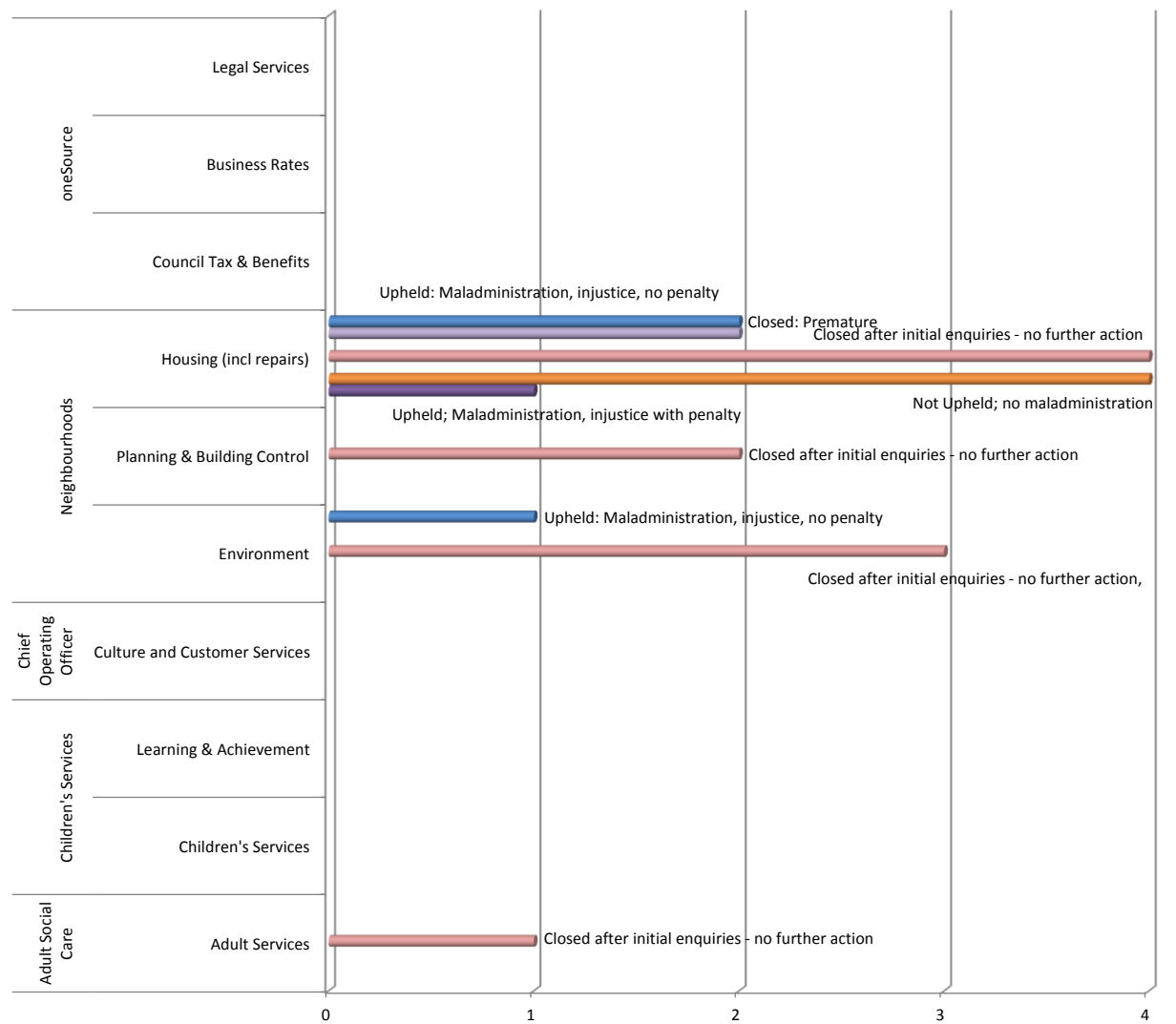
Complaints determined:

		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
Children's Services	Children's Services Learning & Achievement																0
	Culture and Customer Services																0
Chief Operating Officer																	0
Neighbourhoods	Environment Planning & Building Control					1					3						4
	Housing (incl repairs)				1	2			4		4	2					13
oneSource	Council Tax & Benefits																0
	Business Rates																0
	Legal Services																0
	Total :	0	0	0	1	3	0	0	4	0	10	2	0	0	0	0	20

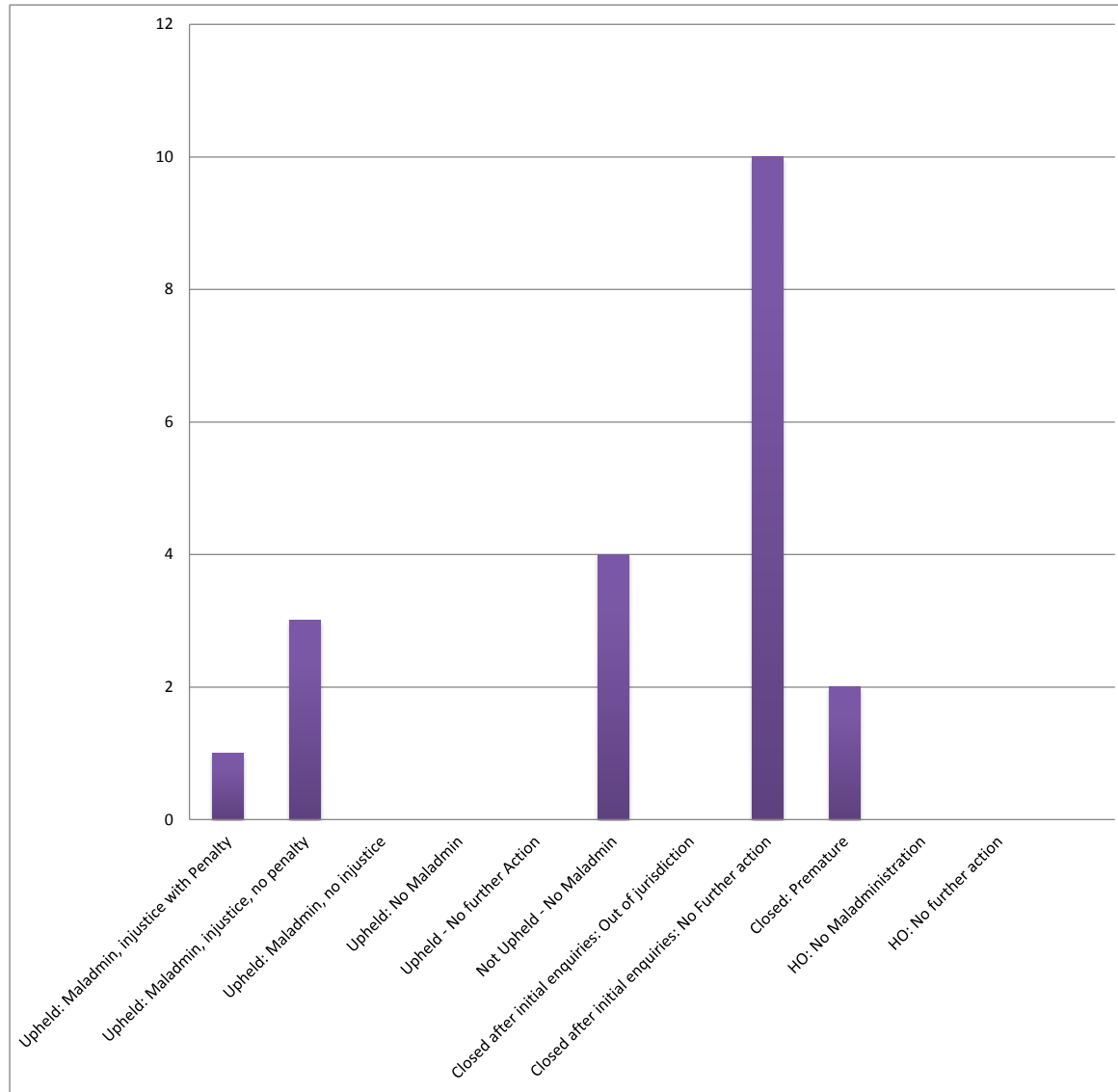
Decisions

Directorate/Service Area

- Upheld: Maladministration, injustice, no penalty
- Closed: Premature
- Not upheld: No further action
- Closed after initial enquiries - no further action
- Closed after initial enquiries - out of jurisdiction
- Not Upheld; no maladministration
- Upheld; Maladministration, injustice with penalty



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Miss J

The customer complained that the council had offered her a property that was not suitable for her needs; failed to inform her about its discharge of duty decision and unreasonably refused to help when she made an approach for housing assistance.

The council offered to reinstate Miss J's right to request a review of its decision. In addition, it agreed to carry out the review within 28 days rather than the statutory 56 days and to assist her with the Homelessness Prevention fund to find alternative accommodation.

Ombudsman decision: Upheld - Maladministration, Injustice, No penalty

2. Mr A

Mr A complained the council had failed to consult with residents living adjacent to an area subject to parking restrictions made under a Public Space Protection Order; also about the way his complaint about the matter had been handled.

The LGO found there was some fault in its communication with Mr A, but the injustice caused was not significant enough to warrant further investigation of the complaint.

Ombudsman decision: Upheld - Maladministration, Injustice, No penalty

3. Ms E

Ms E is a council tenant; she complained the council failed to repair the boiler in her home, in a timely manner. She also complained that the boiler was faulty and should have been replaced.

The Housing Ombudsman found the Council's responses adequately addressed the concerns raised by Ms E and its goodwill offer of £25 appropriately reflected the inconvenience caused by its failure. It was also determined that while the council was responsible for the upkeep of the boiler, it is not obliged to replace it when ongoing maintenance issues arise.

Ombudsman decision: Upheld - Maladministration, Injustice, No penalty

4. Ms B

Ms B complained the council had not done enough to support her with re-housing since March 2015. The Ombudsman found there were errors in the service provided by the council when responding to contacts from the complainant after March 2015, when she first approached it for help as she had been threatened with homelessness.

The council agreed, within 20 days of the Ombudsman Decision, to offer an apology to Ms B and to pay her £500 in recognition of the distress caused. Following the Decision, an offer of accommodation was made to Ms B.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty