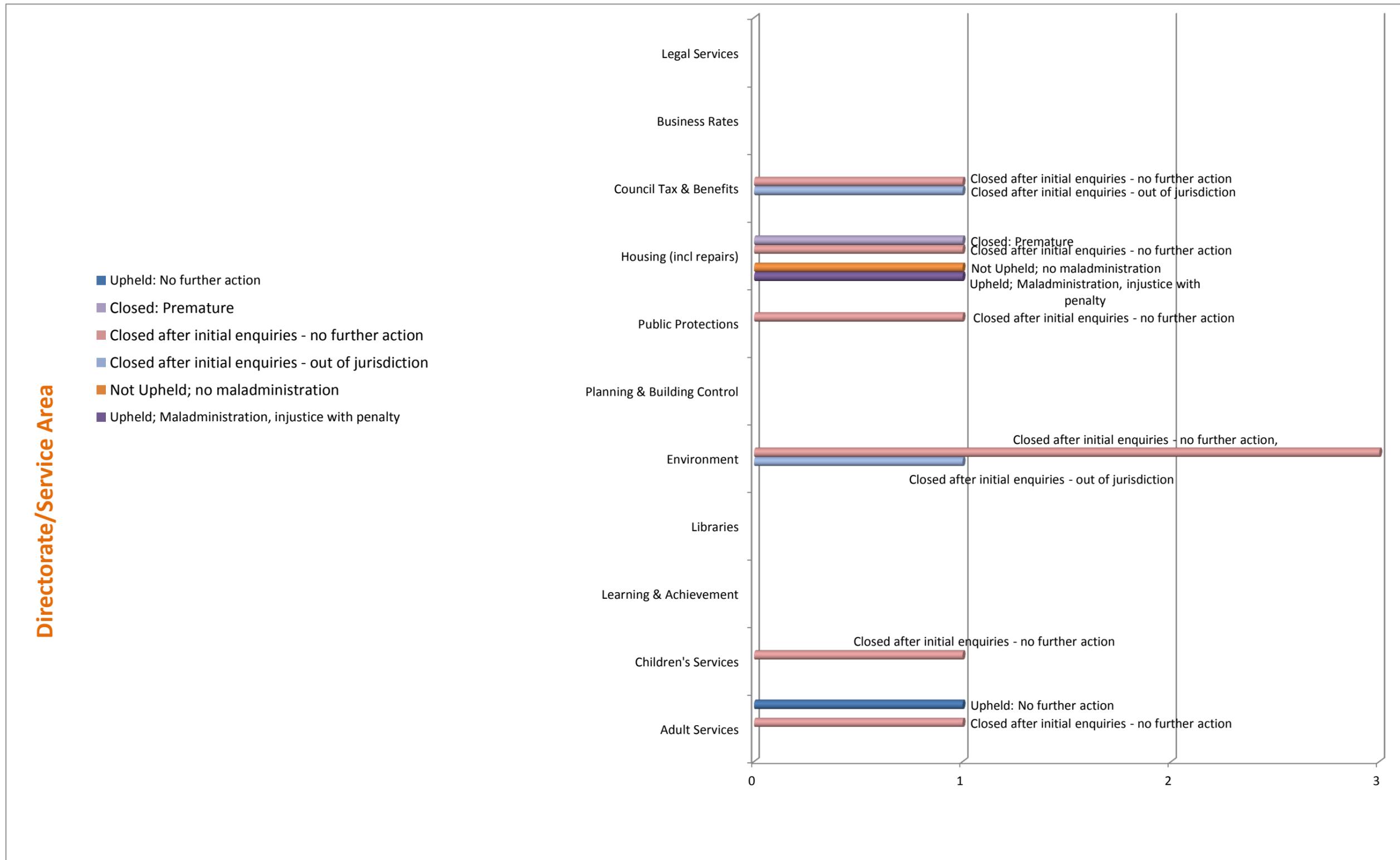


Complaints determined:

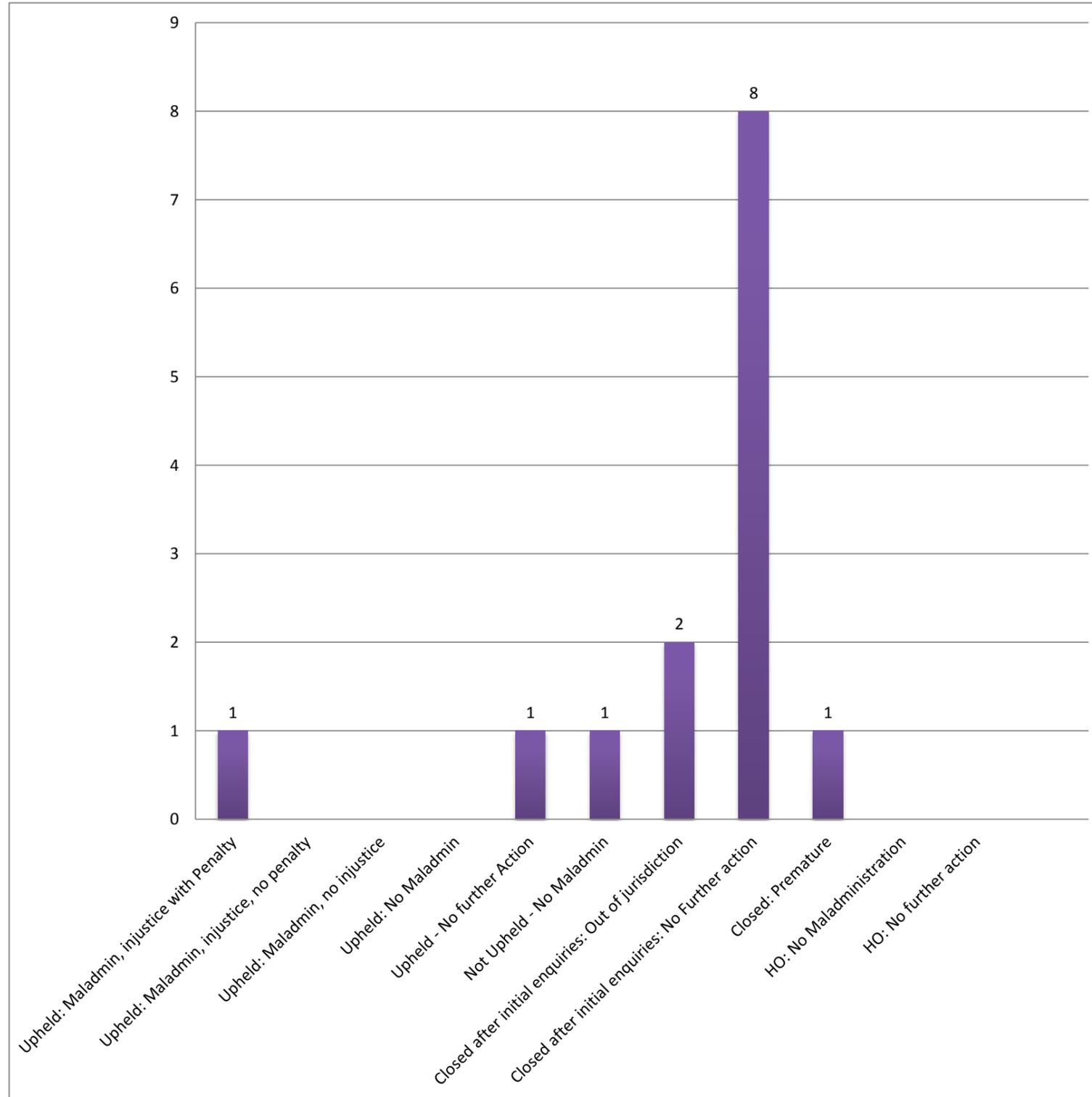
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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					
Children's Services	Children's Services Learning & Achievement										1					
Chief Operating Officer	Libraries															
Neighbourhoods	Environment Planning & Building Control							1		1	3					
	Public Protections										1					
	Housing (incl repairs)				1				1		1	1				
oneSource	Council Tax & Benefits									1	1					
	Business Rates															
	Legal Services															
Total :		0	0	0	1	0	0	1	1	2	8	1	0	0	0	0

1
1
0
0
5
0
1
4
2
0
0
14

Decisions



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Mr X

Mr X complained on behalf of his mother that the council did not carry out a financial assessment before charging her for care she received. The ombudsman found some evidence of fault by the council and considered the offer to waive charges incurred by Mr X's mother for attending a day centre adequately addressed the injustice caused to her.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty