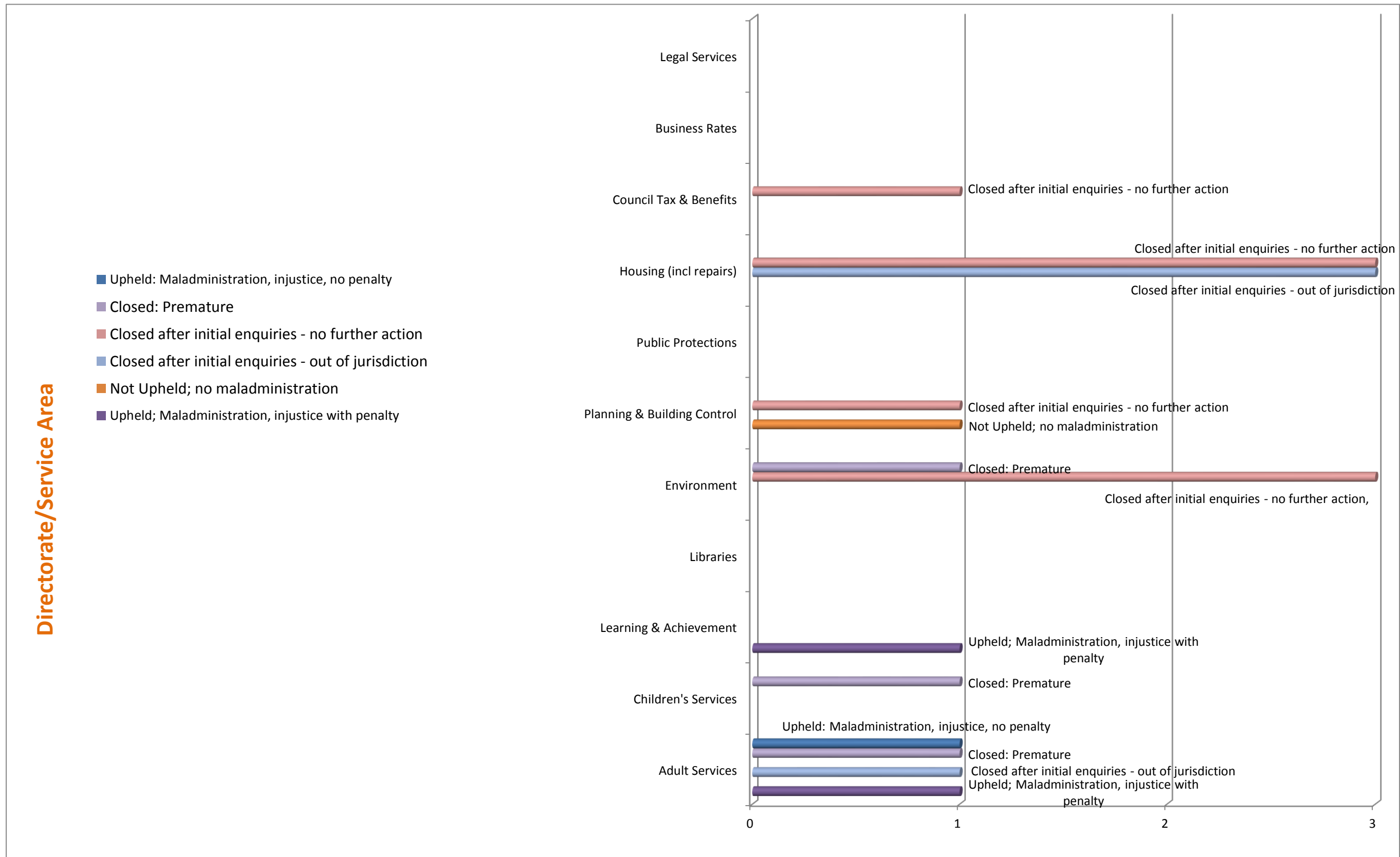


### Complaints determined:

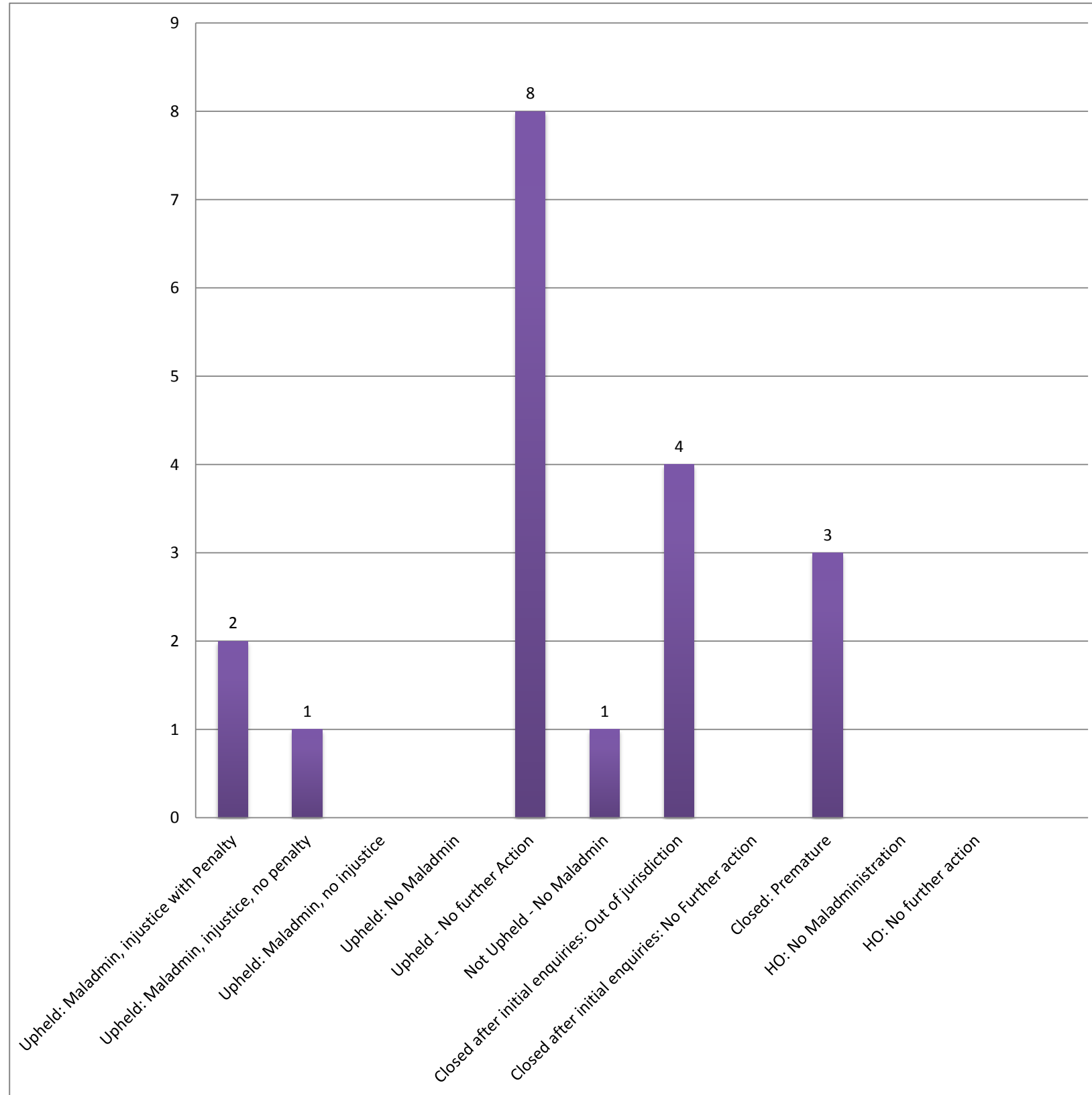
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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		1				
Children's Services	Children's Services Learning & Achievement				1							1				
	Libraries															
Chief Operating Officer	Environment Planning & Building Control								1		3	1				
Neighbourhoods	Public Protections										1					
	Housing (incl repairs)									3	3					
oneSource	Council Tax & Benefits										1					
	Business Rates															
	Legal Services															
<b>Total :</b>		0	0	0	2	1	0	0	1	4	8	3	0	0	0	0

4  
1  
1  
0  
4  
2  
0  
6  
1  
0  
0  
19

# Decisions



## Outcomes



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

### **1. Ms B**

The Ombudsman found fault in the way the Council managed the transfer of C's statement of special educational needs to an education, health and care plan and in its response to the complaints by C's mother, Ms B. The Council agreed to apologise to Ms B and C and to pay £650 to reflect the distress suffered by the delay and Ms B's time and trouble in pursuing the complaint.

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

### **2. Mrs X**

The Ombudsman found the Council was in error in the way it decided Mrs X had deliberately deprived herself of assets to avoid care home charges; it also took too long to resolve the matter. The Council agreed to backdate payments of care home charges to December 2016, when Mrs X's assets fell below the threshold. The Council agreed to apologise to Mrs X's family for the distress caused by the delay in reaching a resolution and make a payment of £1000 in recognition of the anxiety its actions caused. A further payment of £300 was agreed to Mrs A, who had made the complaint on behalf of Mrs X, to recognise the time and trouble she had been put to in making the complaint.

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

### **3. Mr X**

Mr X complains about the quality of the care provided to him by the Council. Ombudsman found some fault in the service provided to Mr X regarding homecare delivery. The Council apologised for the fault and agreed to take steps to ensure it keeps a record of the information provided to service users about the time slots for care.

**Ombudsman decision: Upheld - Maladministration, Injustice, No penalty**