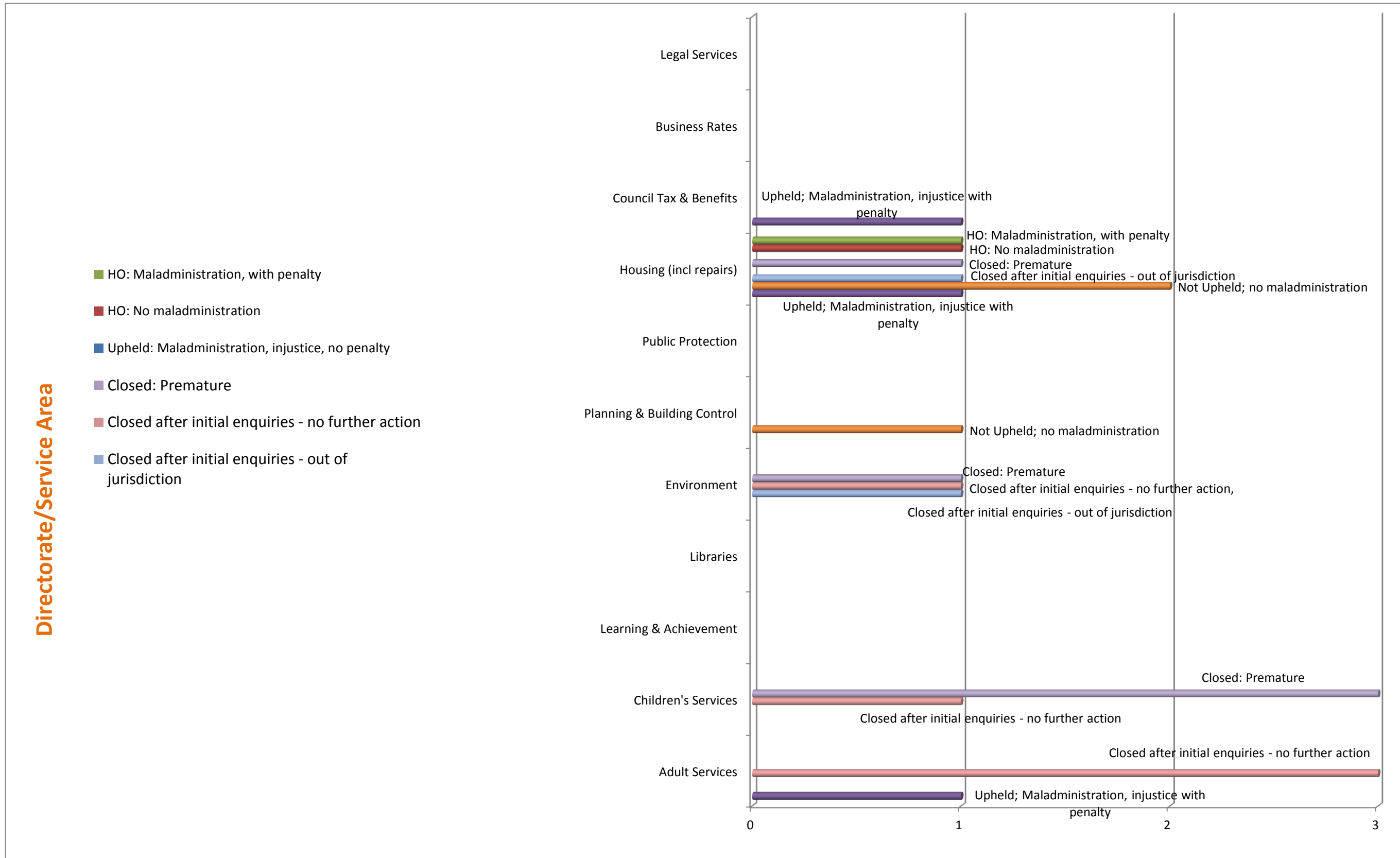


Complaints determined:

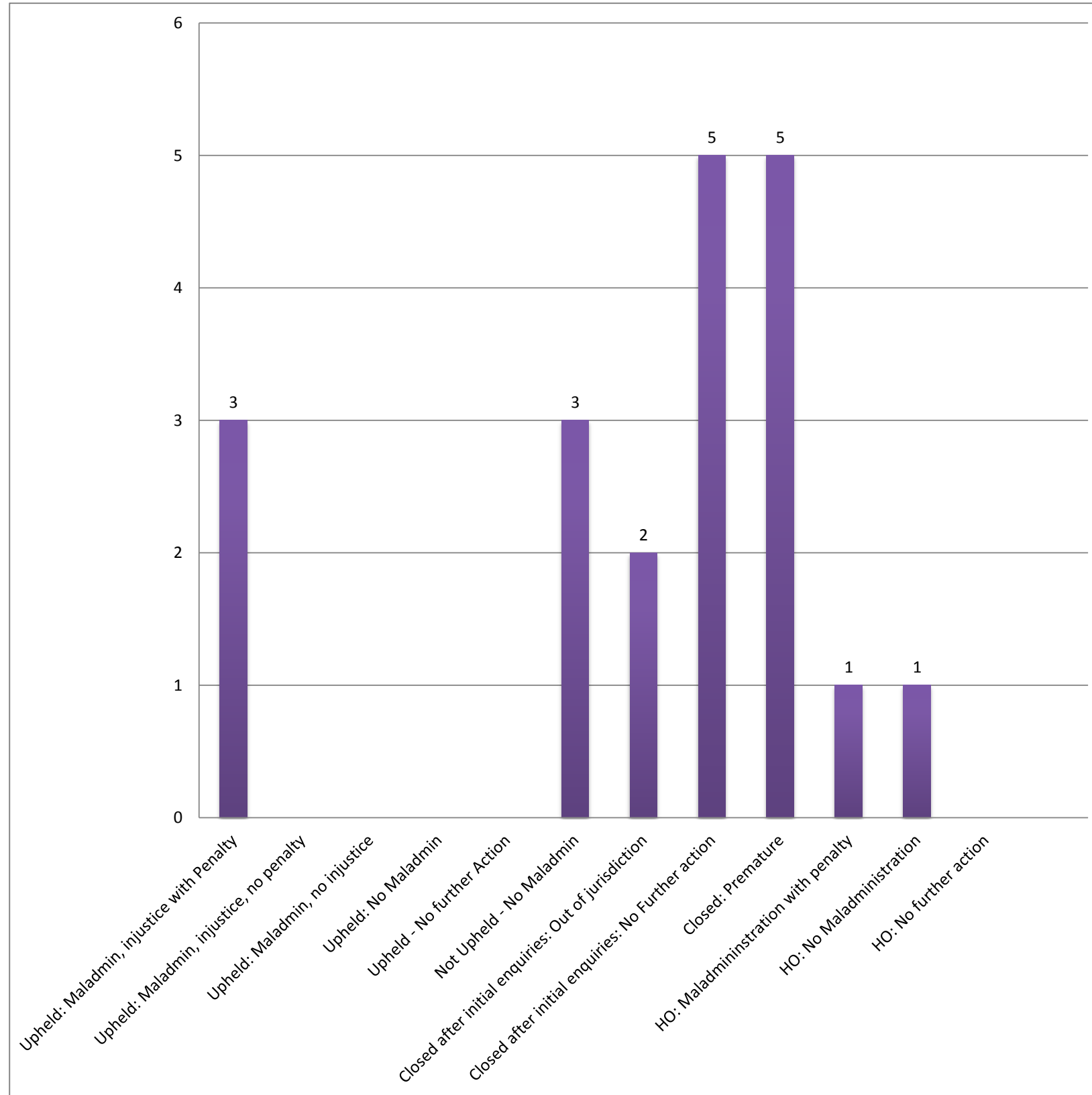
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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: Maladministration, with penalty	HO: Resolved locally - No further action	Not upheld: No further action
Adult Social Care	Adult Services				1						3					
Children's Services	Children's Services Learning & Achievement										1	3				
Chief Operating Officer	Libraries															
Neighbourhoods	Environment Planning & Building Control									1	1	1				
	Public Protection								1							
	Housing (incl repairs)				1				2	1		1	1	1		
oneSource	Council Tax & Benefits				1											
	Business Rates															
	Legal Services															
Total :		0	0	0	3	0	0	0	3	2	5	5	1	1	0	0

4
4
0
0
3
1
0
7
1
0
0
20

Decisions



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

1. Miss M

Miss M complained about the Council's response to her reports of damage and drainage problems at her property. The Housing Ombudsman found service failure in the council's handling of Miss M.
Housing Ombudsman decision: Upheld - Maladministration, with penalty

2. Miss D

Miss D complained the Council delayed billing her for council tax, failed to evidence that she owes the amount claimed, gave her inaccurate information and unreasonably sent bailiffs to her property without writing to her first. There is no fault in how the Council billed Miss D. The Council accepts it should have written to Miss D before referring the arrears to the bailiffs after a nine year gap. The Council agreed to remove the bailiff fees. That, plus an apology and deduction of £100 from Miss D's council tax arrears is satisfactory remedy for Miss D's distress at having to deal with bailiffs after no contact from the Council for nine years.

Ombudsman decision: Maladministration, injustice with penalty

3. Miss X

The Council failed to give a housing application the correct priority. If it had given the right priority the complainant could have made a successful bid by the end of 2014. The Council caused injustice as the complainant continued to live in a flat that was too small. Since 2016 the complainant has suffered anti-social behaviour from a neighbour which the Council did nothing to help her with. The Council agreed to apologise to the complainant, give her the correct housing priority backdated to July 2014 and make a payment of £4000 to Miss X to reflect the injustice its actions caused her.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

4. Mr & Mrs X

Ms C complained that the final bill she received from the Council in March 2018, about her mother's care home fees, was too high. Ms C says the bill indicated her mother's respite care home placement became permanent on 25 February 2016. However, Ms C says this only happened several weeks later. The Ombudsman found there was a lack of communication with Ms C by the Council. The Council agreed to apologise to Ms C and revise the final bill.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty