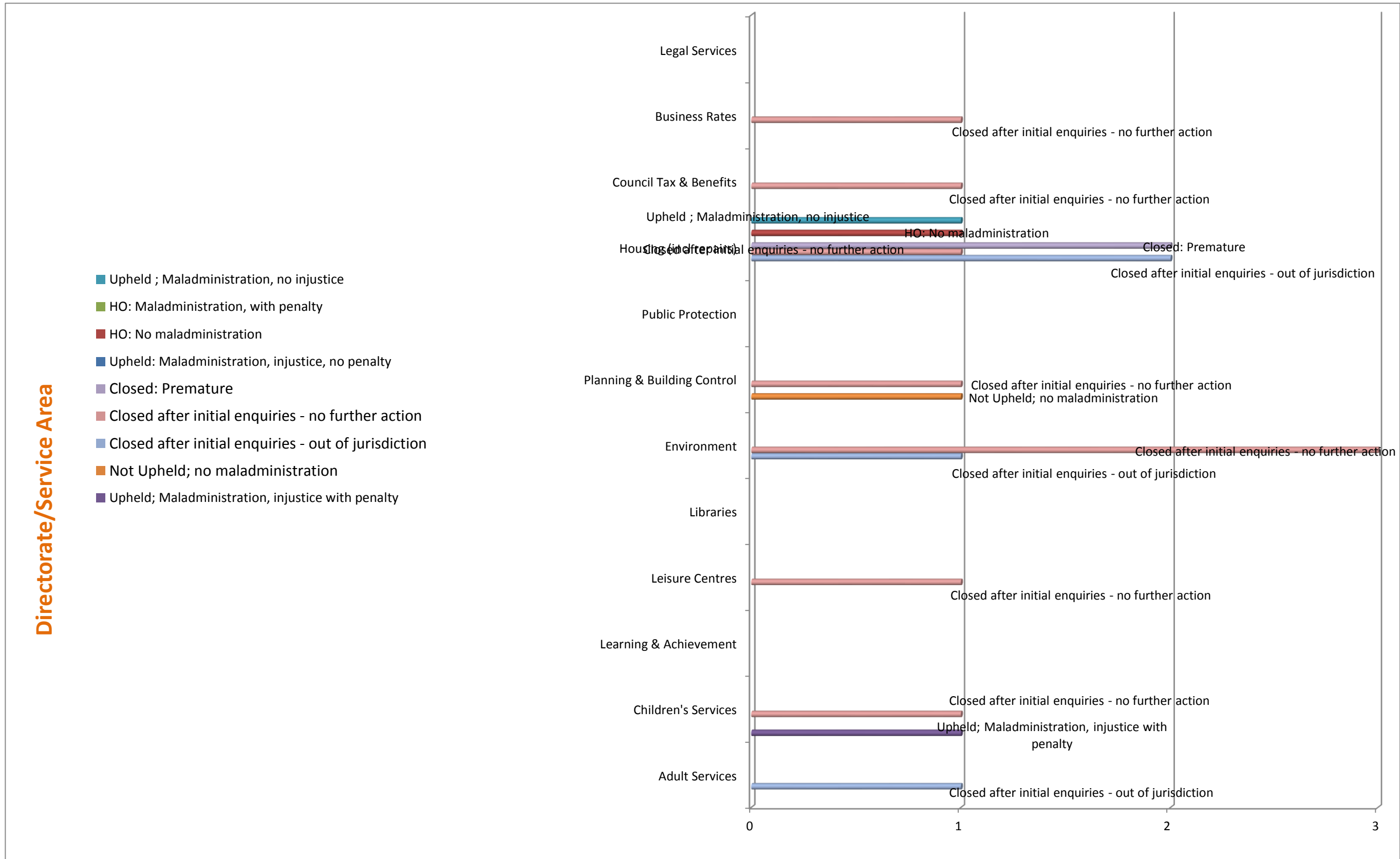


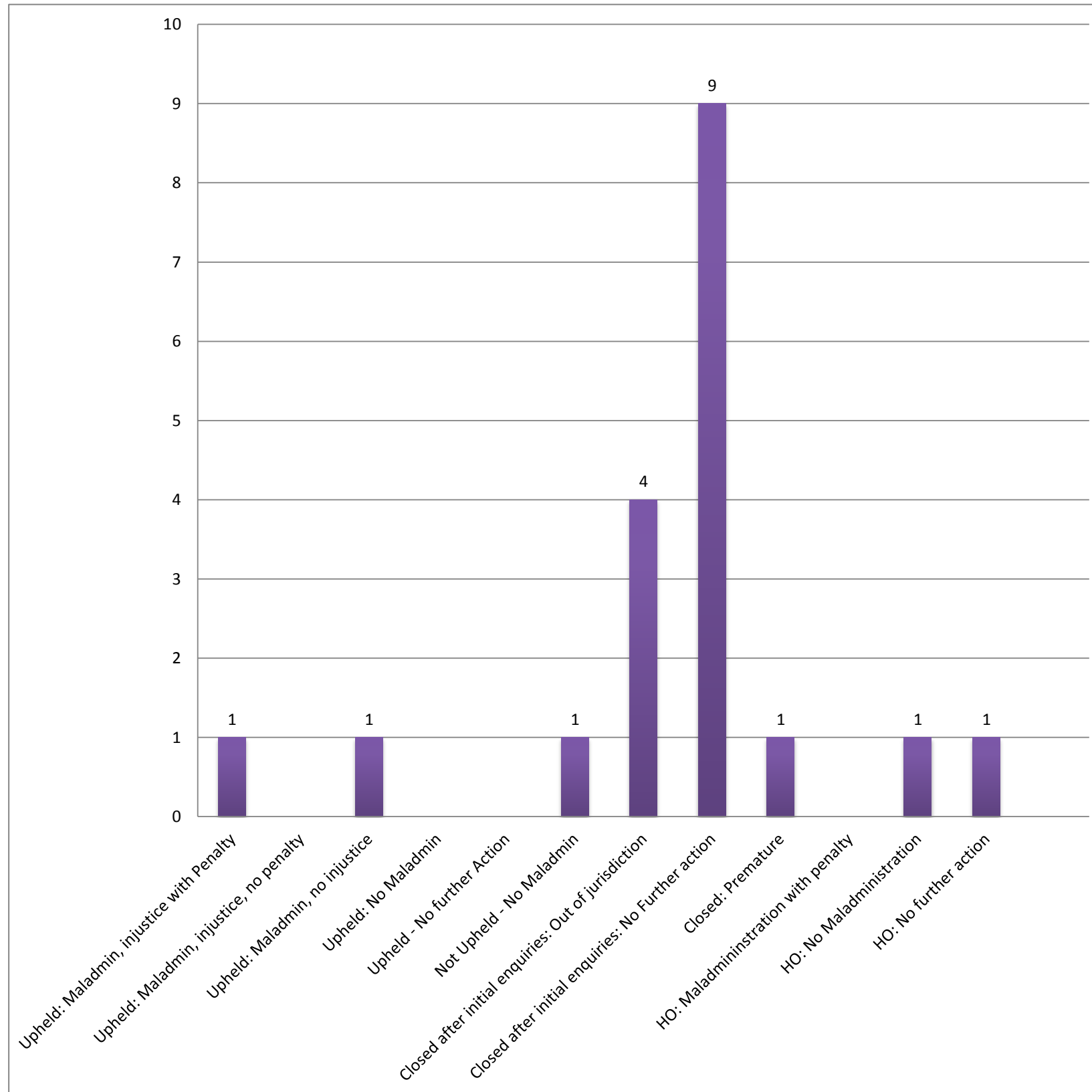
### Complaints determined:

		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							1
Children's Services	Children's Services Learning & Achievement				1						1						2
																	0
Chief Operating Officer	Leisure Centres										1						1
	Libraries																0
Neighbourhoods	Environment Planning & Building Control									1	3						4
	Public Protection								1		1						2
Housing	Housing (incl repairs)						1			2	1	2	1				7
oneSource	Council Tax & Benefits										1						1
	Business Rates										1						1
	Legal Services																0
<b>Total :</b>		0	0	0	1	0	1	0	1	4	9	2	1	0	0	0	19

# Decisions



## Outcomes



## **Significant decisions from Local Government and Social Care Ombudsman or Housing Ombudsman**

### **1. Miss X - Housing**

Miss X complained the Council had failed to accept a homeless application from her in April 2018, then again in October 2018. She said she and her children were currently living with family members and they did not have a home. She wanted the Council to consider her application and provide her family with accommodation. The Ombudsman found the Council was at fault for the way it ended its duty to prevent Miss X from becoming homeless. However, this did not cause her any significant injustice and fault was not found in relation to the other parts of her complaint. A service improvement recommendation was made to address the fault that was found.

**Ombudsman decision: Upheld - Maladministration, no injustice**

### **2. Mrs B - Children's Services**

Mrs B complained that the Council failed to pay her the correct rate of fostering allowance for Child C when she transferred as a foster carer to a different authority. The Council accepted it had no records as to why it paid a lower rate for this child and offered a remedy of £7000. Ombudsman found there was fault by Council agreed it should pay Mrs B £7000.

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