

Complaints determined:

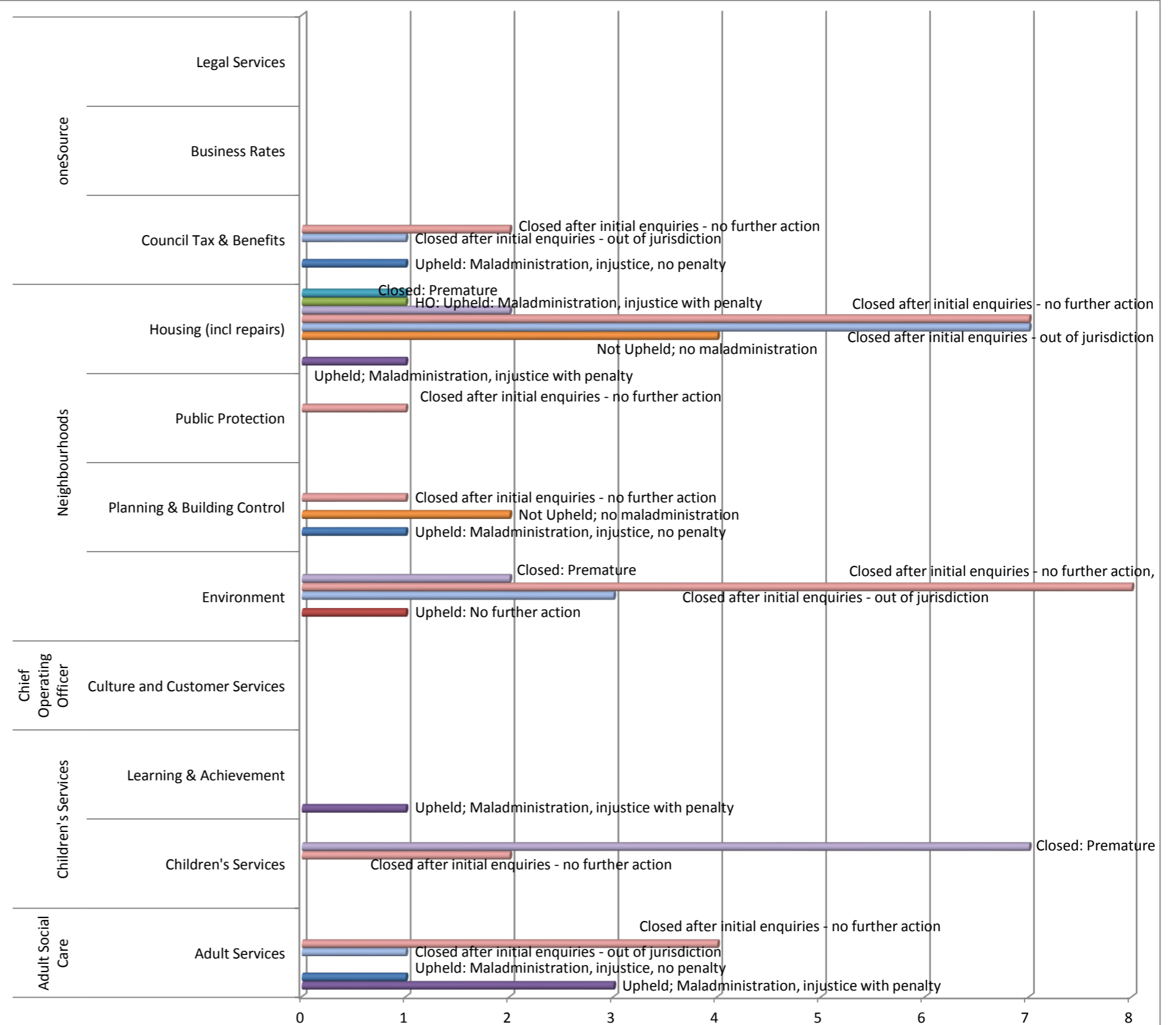
		Report Issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: No further action	Not Upheld; no maladministration	Closed after initial enquiries - out of jurisdiction	Closed after initial enquiries - no further action	Closed: Premature	HO: Upheld: Maladministration, injustice with penalty	HO: No maladministration	HO: No further action	HO: Resolved locally - No further action	Not upheld: No further action
Adult Social Care	Adult Services				3	1				1	4						
Children's Services	Children's Services Learning & Achievement				1						2	7					
	Culture and Customer Services																
Chief Operating Officer	Environment Planning & Building Control					1		1		3	8	2					
Neighbourhoods	Public Protection					1			2		1						
	Housing (incl repairs)				1				4	7	7	2	1	1			
oneSource	Council Tax & Benefits					1				1	2						
	Business Rates																
	Legal Services																
Total :		0	0	0	5	3	0	1	6	12	25	11	1	1	0	0	0

9
9
1
0
14
4
1
23
4
0
0
65

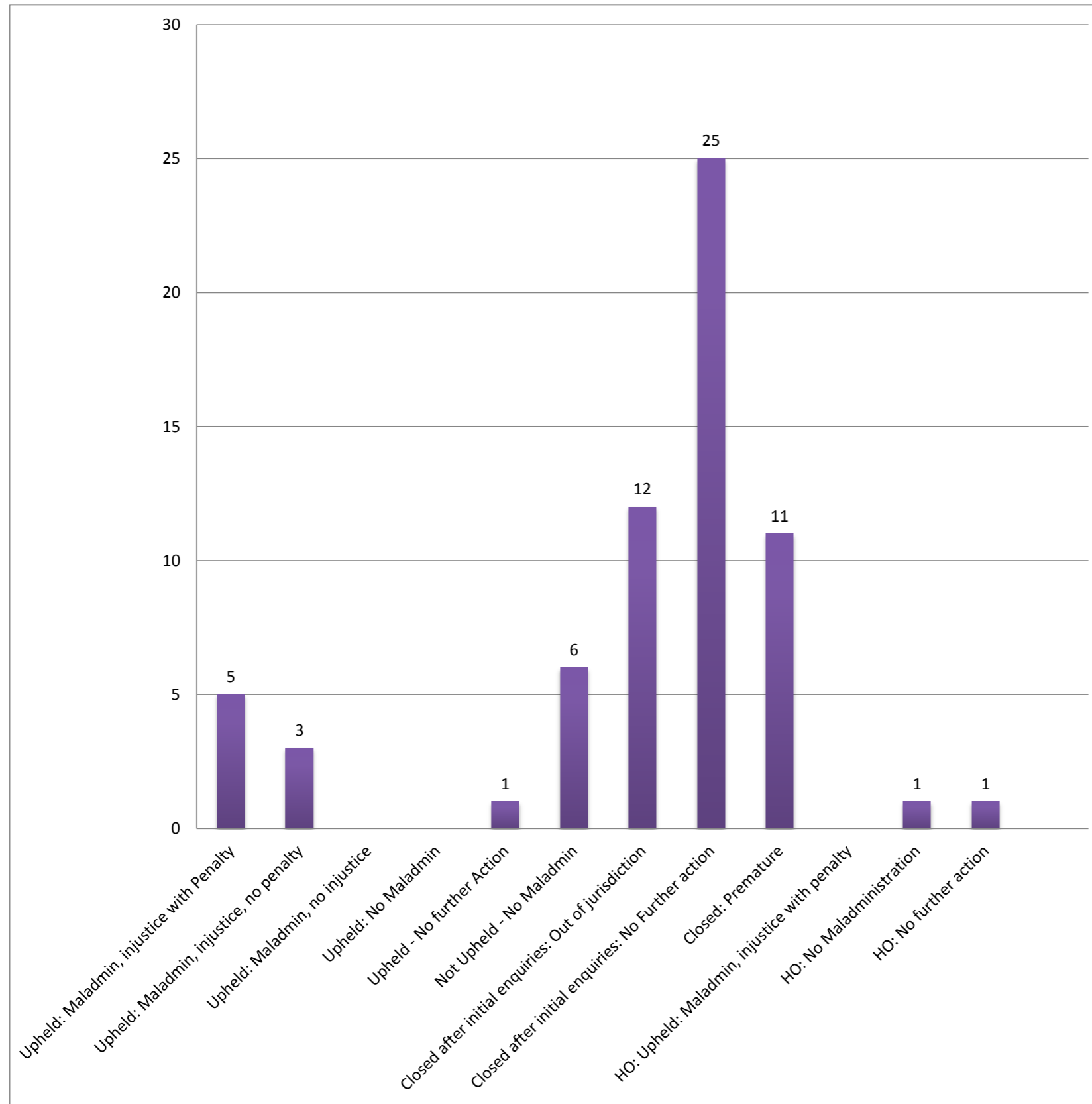
Decisions

Directorate/Service Area

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



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

Quarter 1

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. Ombudsman found some evidence of fault by the council

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

2. Miss X

Miss X, complained the Council did not properly assess her application for a dropped kerb. The Council agreed to reassess Miss X's application and the Ombudsman was satisfied this provided a suitable remedy for the complaint.

Quarter 2

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 staff arrival.

Ombudsman decision: Upheld - Maladministration, Injustice, No penalty

Quarter 3

1. Mr & Mrs X

Mr & Mrs X complained the Council was at fault for the way it determined their neighbour's planning application. The Council failed to evidence its decision making and failed to follow its complaints procedure. Although the Ombudsman did not consider the Council's decision or handling of Mr and Mrs X's complaint would have been different had the faults not occurred. The Council agreed to pay Mr and Mrs X £200 to recognise the uncertainty caused by the fault identified and review its procedures.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

Quarter 4

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's reports about the drainage issues but no maladministration in respect of the reports of damage to the property. The Council was ordered to pay Miss M £200 in recognition of the inconvenience caused.

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