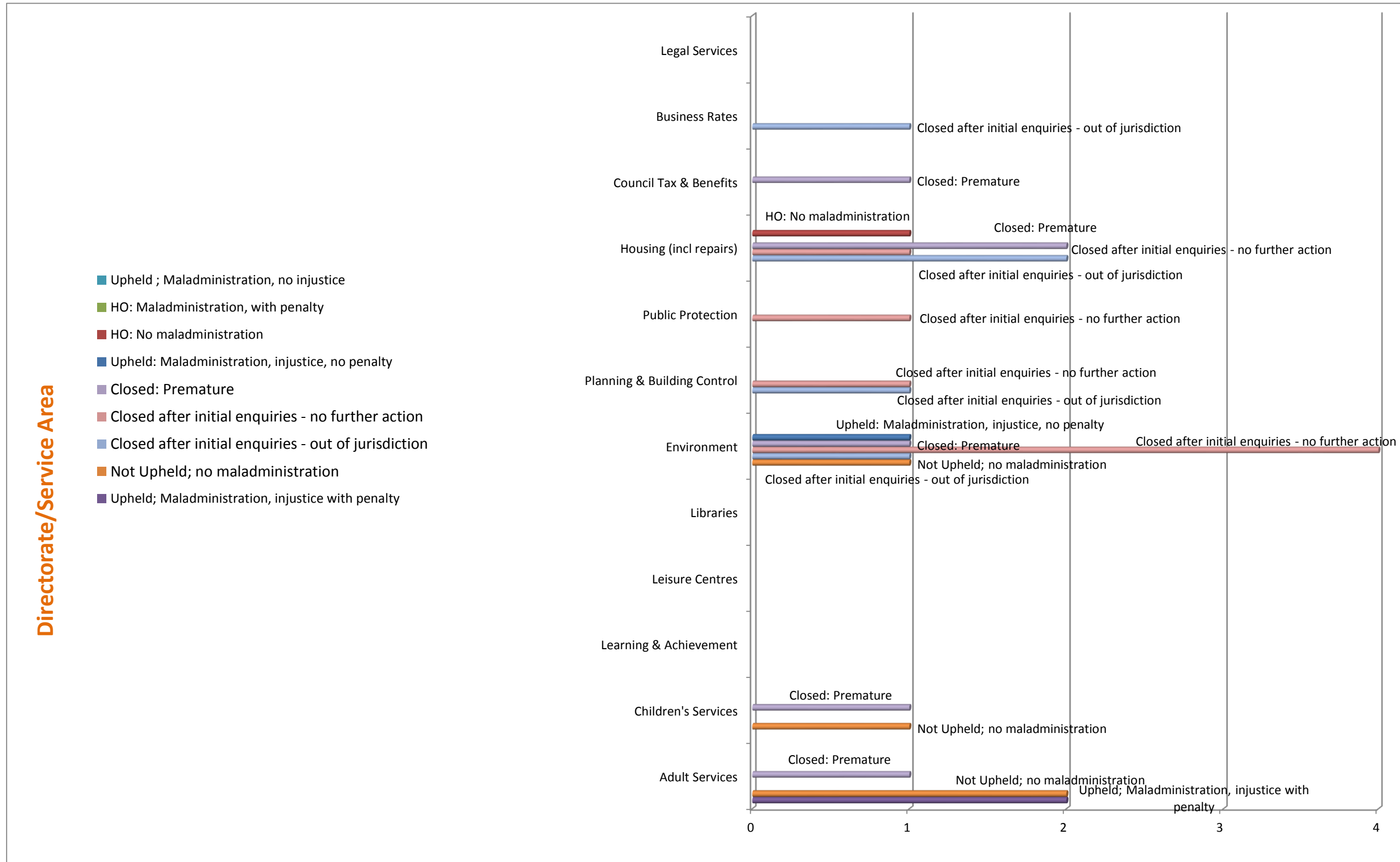


Complaints determined:

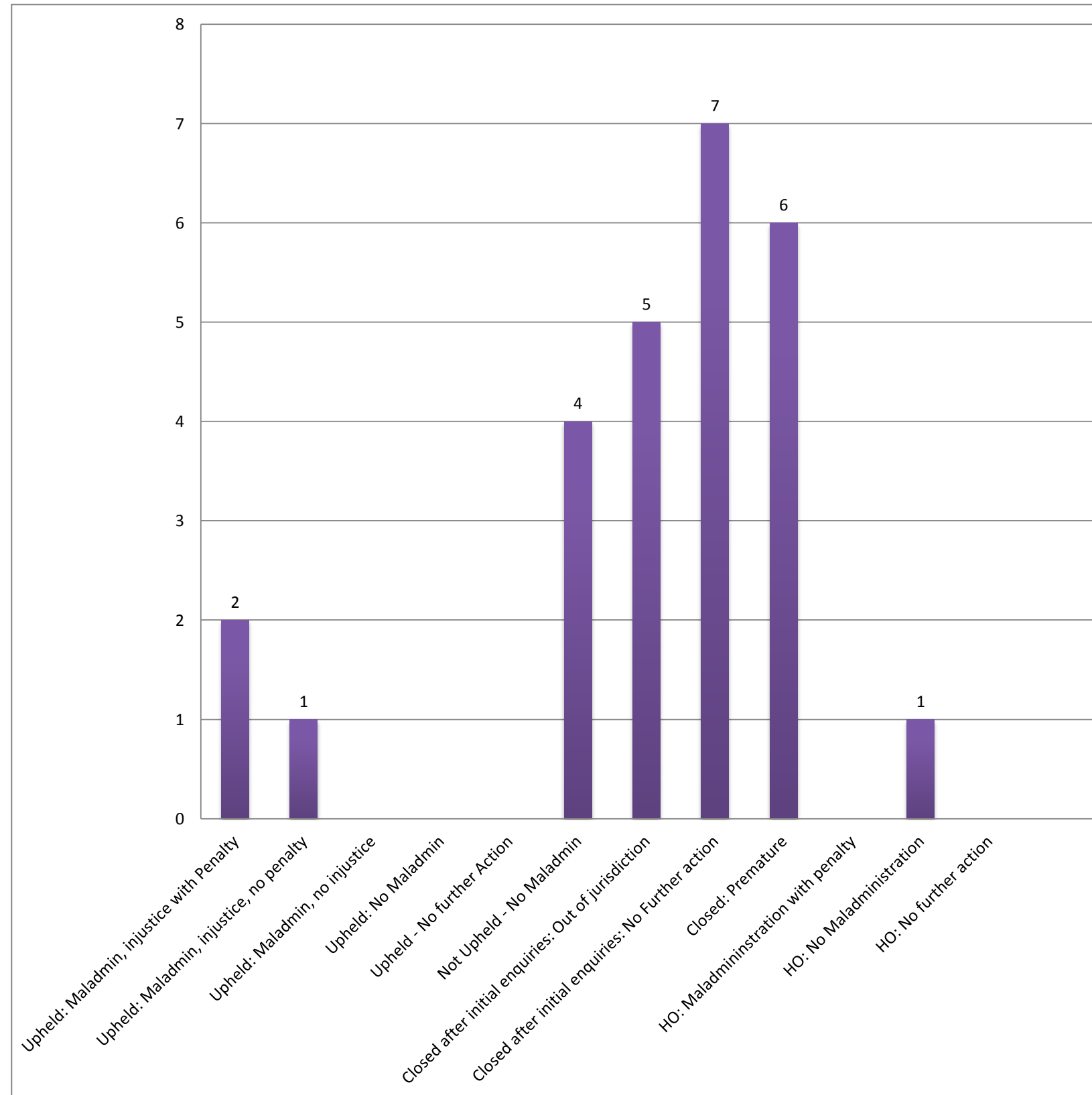
		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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				2				2			1					
Children's Services	Children's Services Learning & Achievement								1			1					
Chief Operating Officer	Leisure Centres																
	Libraries																
Neighbourhoods	Environment Planning & Building Control					1			1	1	4	1					
	Public Protection									1	1						
Housing	Housing (incl repairs)									2	1	2	1				
oneSource	Council Tax & Benefits											1					
	Business Rates									1							
	Legal Services																
Total :		0	0	0	2	1	0	0	4	5	7	6	1	0	0	0	0

5
2
0
0
8
2
1
6
1
1
0
26

Decisions



Outcomes



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

1. Mrs Y - Adult Services

Mrs Y, complained on behalf of her aunt and cousin; she said the Council was at fault in how it calculated the contributions her aunt should have to make towards her residential care. Mrs Y also says the Council should not have decided to withdraw the 'property disregard' it previously applied when calculating Ms X's contributions towards her care between May 2013 and March 2017. The Council agreed to apply the disregard property up to September 2015 but include it in any later assessments.

Ombudsman decision: Upheld - Maladministration, injustice with penalty

2. Ms X - Adults Services

Ms X complained about the Council's assessment of her mother's needs, both the process and the outcome. She said there was delay, poor communication and an insufficient personal budget allocated, which did not cover the full cost of her mother's care. The Ombudsman found fault and the Council agreed to undertake a reassessment of Mrs Y's personal budget taking account of the cost of available care suitable to meet Mrs Y's needs; establish how much Mrs Y had paid to cover the shortfall in her care and reimburse her in full; provide Ms X with a written apology for the failings identified by the investigation and make a payment of £250 to acknowledge the time and trouble she had been put to in pursuing her complaint

Ombudsman decision: Upheld - Maladministration, injustice with penalty

3. Mr X - Environment Services

Mr X complained the Council failed to advise him that he would lose his right to appeal a penalty charge notice (PCN) if he paid the fine. The Council apologised for the error and the Ombudsman was satisfied with this remedy.

Ombudsman decision: Upheld - Maladministration, injustice, no penalty