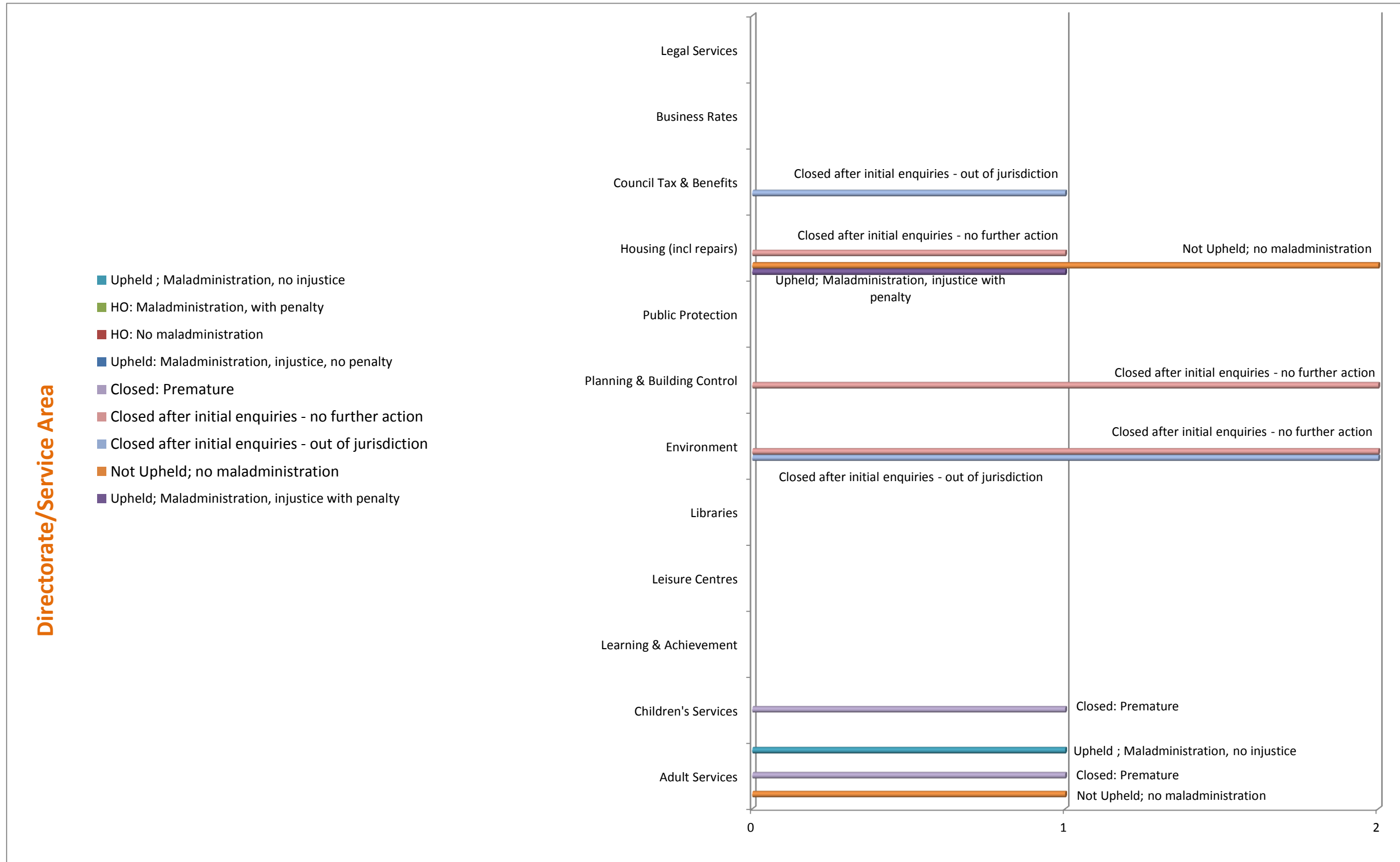


### Complaints determined:

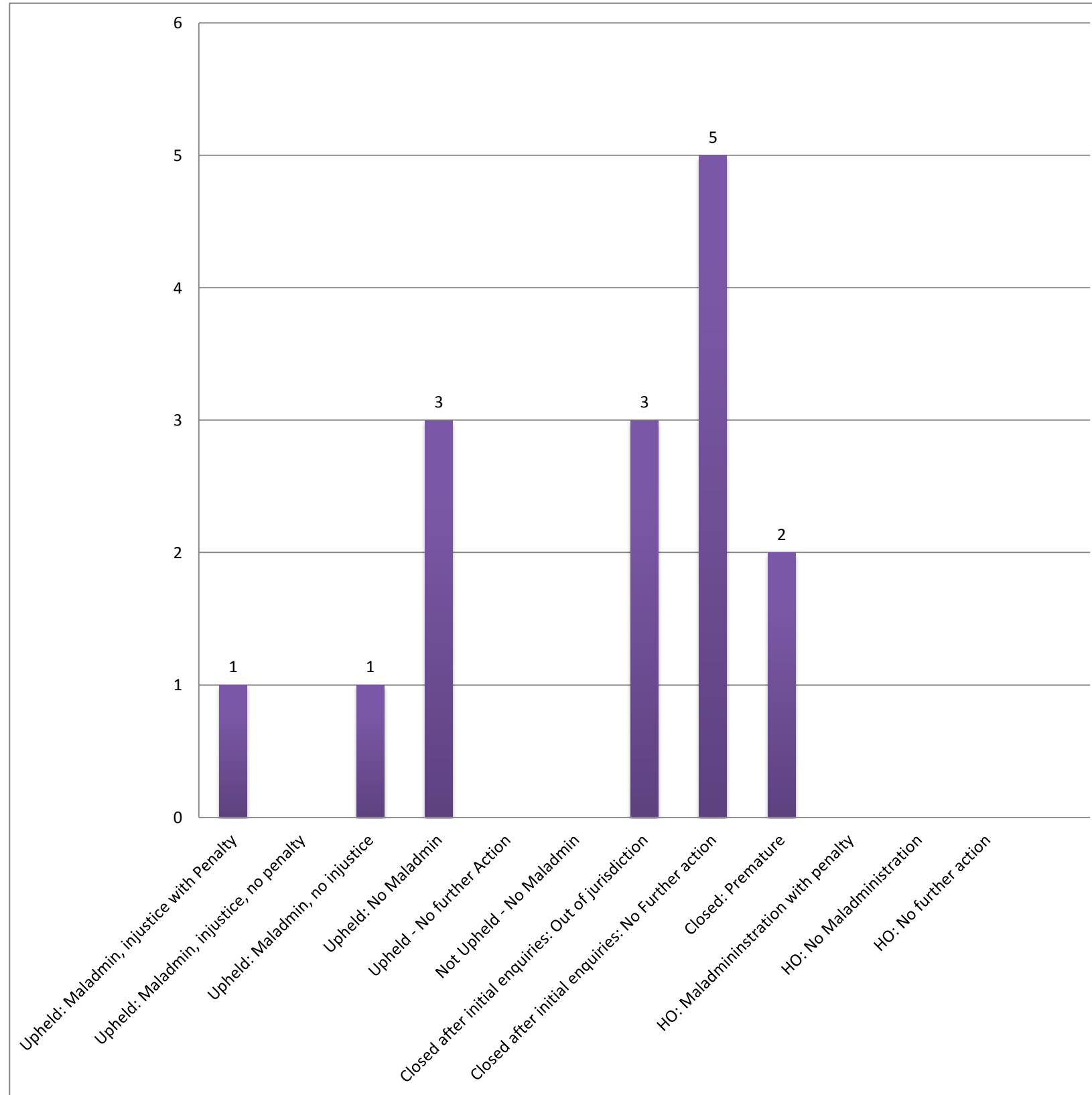
		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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			1				
Children's Services	Children's Services Learning & Achievement											1				
Chief Operating Officer	Leisure Centres															
	Libraries															
Neighbourhoods	Environment Planning & Building Control									2	2					
	Public Protection										2					
Housing	Housing (incl repairs)				1				2		1					
oneSource	Council Tax & Benefits									1						
	Business Rates															
	Legal Services															
<b>Total :</b>		0	0	0	1	0	1	0	3	3	5	2	0	0	0	0

3  
1  
0  
0  
4  
2  
0  
4  
1  
0  
0  
15

# Decisions



## Outcomes



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

### **1. Mr A - Housing Services**

Mr A complained about how the Council handled his complaints of noise nuisance and anti-social behaviour. Housing Ombudsman found a failure in the Council's service and ordered a payment of £150 to reflect the distress, inconvenience and time and trouble to Mr A. Further recommendations were made to identify training needs for staff responsible for dealing with ASB cases and to arrange training accordingly. In addition, the Council was to review its processes through which it updates and communicates with tenants about the status and progress of their ASB cases.

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

### **2. Ms X - Adults Services**

Mr and Mrs X complained the Council delayed assessing Mr X's mother's (Mrs Y's) care needs and mismanaged her finances when it was her deputy. The Ombudsman found the Council was at fault when it did not order equipment in March 2018 but decided this did not cause a significant injustice. There was no fault in its response to Mr and Mrs X's request for a care needs assessment or in its management of Mrs Y's finances.

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