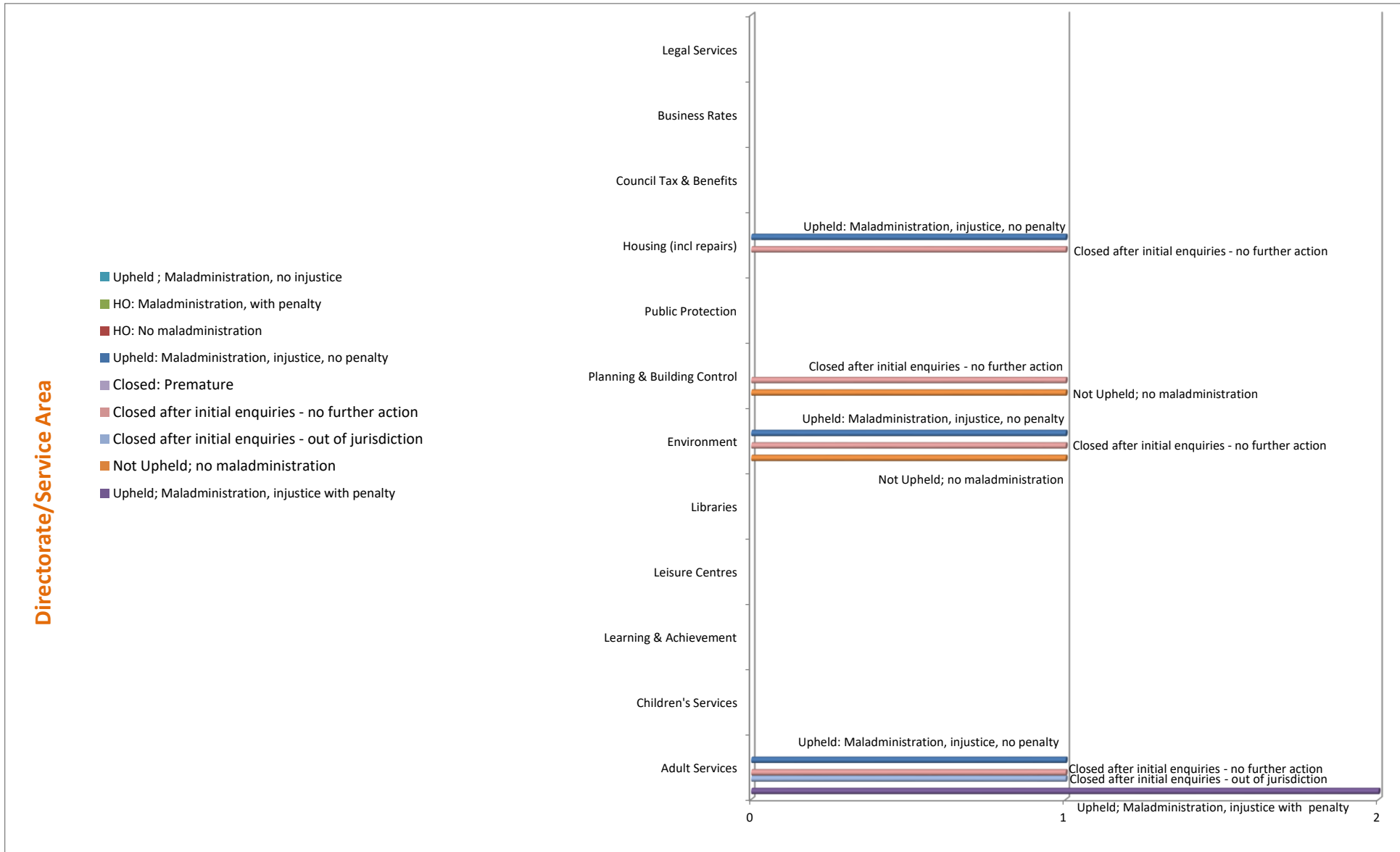


### Complaints determined:

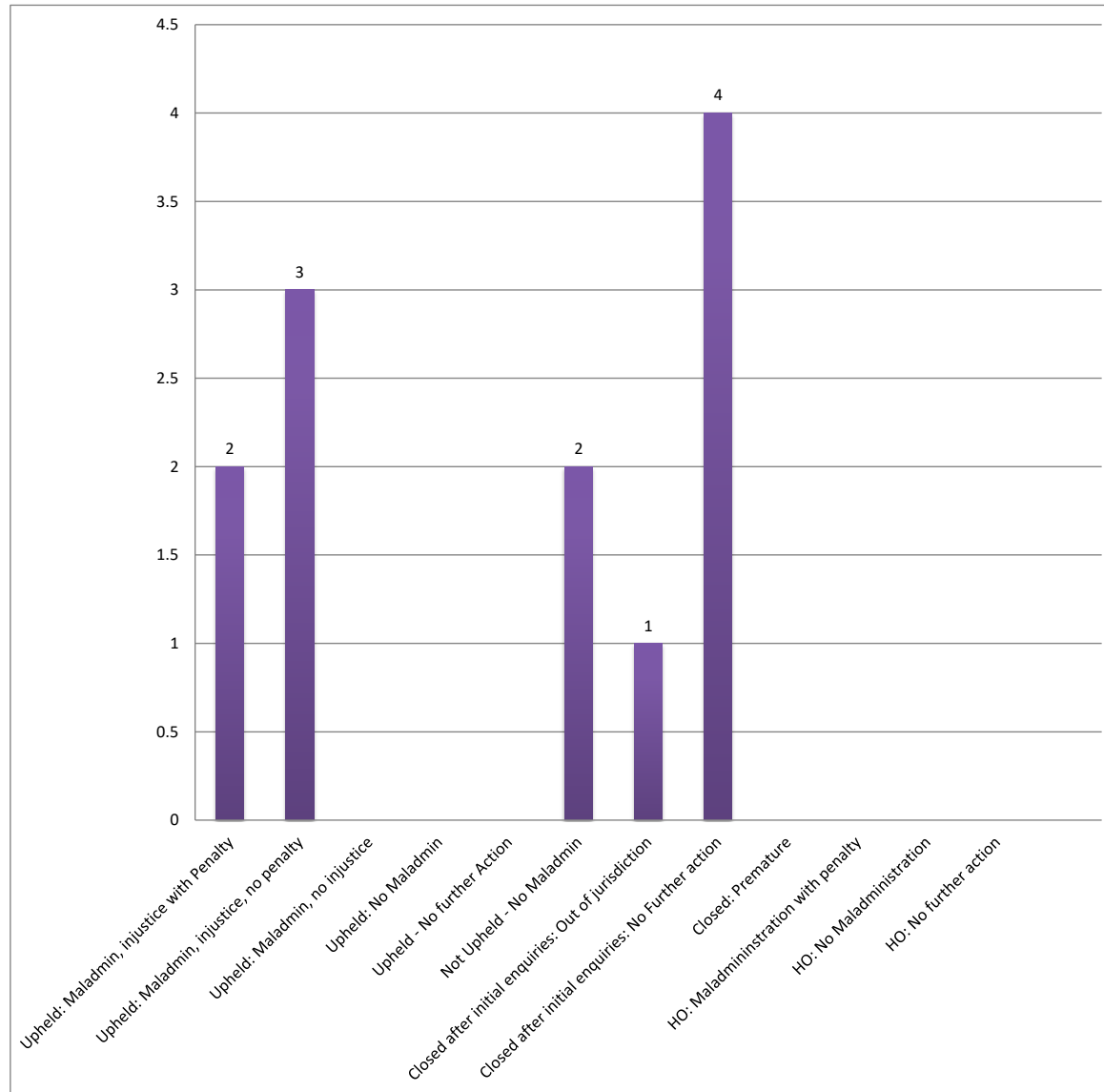
		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld; Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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	1				1	1					
Children's Services	Children's Services Learning & Achievement															
Chief Operating Officer	Leisure Centres															
	Libraries															
Neighbourhoods	Environment Planning & Building Control					1			1		1					
	Public Protection								1		1					
Housing	Housing (incl repairs)					1					1					
oneSource	Council Tax & Benefits															
	Business Rates															
	Legal Services															
<b>Total :</b>		0	0	0	2	3	0	0	2	1	4	0	0	0	0	0

5  
0  
0  
0  
0  
3  
2  
0  
2  
0  
0  
0  
12

## Decisions



## Outcomes



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

### **1. Mr and Mrs B - Adult Services**

Mr and Mrs B complained the Council failed to provide their daughter with a suitable home chair, wrongly began a safeguarding investigation and delayed responding to a complaint. Delays providing the home chair were not due to fault by the Council. A single assessment completed by the Council was inaccurate and the Council delayed responding to Mr and Mrs B's complaint. That led to Mr and Mrs B having to go to time and trouble to pursue their complaint and caused them distress. The Council agreed to make a payment of £250 to Mr and Mrs B and offer an apology.

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

### **2. Mrs H - Adults Services**

Ombudsman found the Council frequently failed to complete adult social care calls on time or failed to turn up at all. On many occasions the Council still met Mrs H's needs, but on other occasions it did not. Mrs H was paying in full for the poor service. The Council agreed to waive 50% of the care fees and pay £100 each to Mrs H and her daughter in recognition of their distress, time and trouble.

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

### **3. Mr B - Adult Services**

The Ombudsman found the Council was at fault for failing to properly explain why it refused Mr B's freedom pass application. The reason it gave (that Mr B did not live in the area) was incorrect, and it failed to explain its actual reason (that Mr B did not meet its learning disability criteria). The Council agreed to write to Mr B's mother and explain its decision. It has also agreed to make a payment of £150 to recognise the uncertainty its handling of Mr B's application caused her.

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

### **3. Mrs B - Environment Services**

Mrs B complained the Council refused her application for a dropped kerb. Mrs B says this caused her inconvenience because she cannot park outside her house. The Council was at fault because its terms and conditions for a dropped kerb were not comprehensive. The Ombudsman found the Council had remedied the injustice caused by this fault during its complaints procedure.

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

### **3. Mr Y - Housing Services**

The Ombudsman found no fault on Mr Y's complaint about the Council's failure to promptly return the property it rented from him. It followed proper legal procedures to evict its tenant. The Ombudsman found fault by the Council failing to keep him properly updated about progress with its return. It also failed to meet the timescale in its complaint procedure at stage 2. Its offer of £420, and this investigation, remedies any injustice caused.

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