

### Complaints determined:

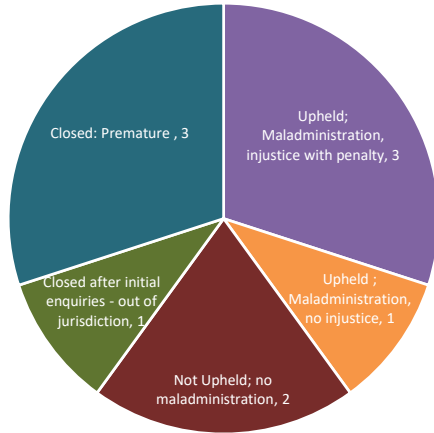
		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld: Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: 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				3		1		2	1		3					10
Children's Services	Children's Services Learning & Achievement				2				2		1	1					6
											1						1
Chief Operating Officer	Leisure Centres										1						1
	Libraries																0
Neighbourhoods	Environment Planning & Building Control					2			2	5	12	2					23
	Public Protection								1	1	6						8
	Housing (incl repairs)				2		1		4	4	9	3	2	1			26
oneSource	Council Tax & Benefits				1				1	1	2	1					6
	Business Rates									1	1						2
	Legal Services										1						1
<b>Total :</b>		0	0	0	8	2	2	0	12	13	35	10	2	1	0	0	85



# Decisions

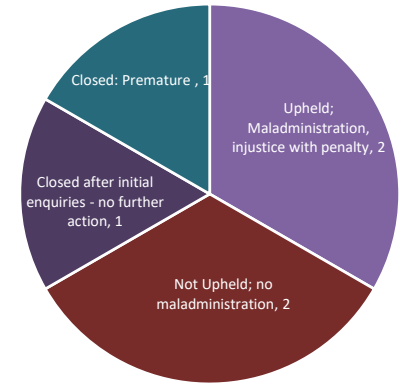
Adult Services

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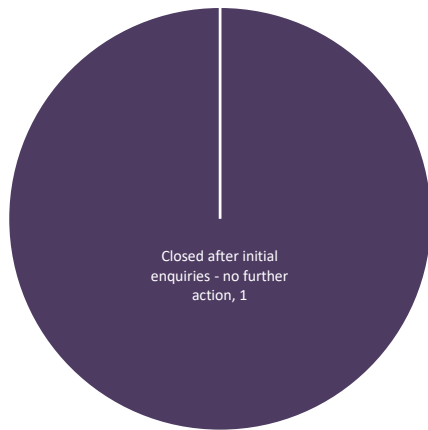
Children's Services

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Leisure Centres

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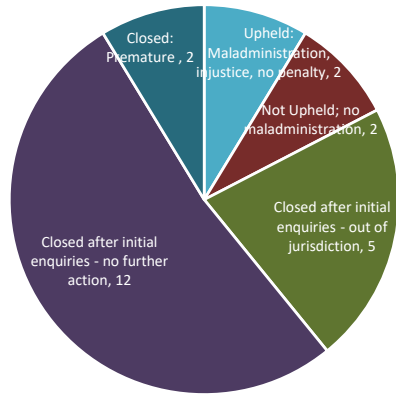
Learning & Achievement

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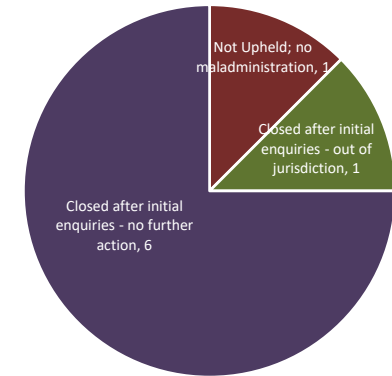
### Environment

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### Planning & Building Control

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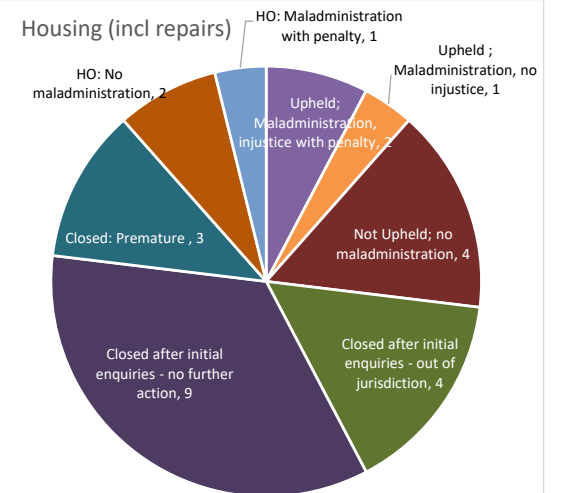
### Public Protection

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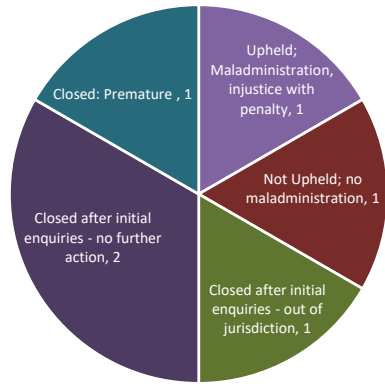
### Housing (incl repairs)

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### Council Tax & Benefits

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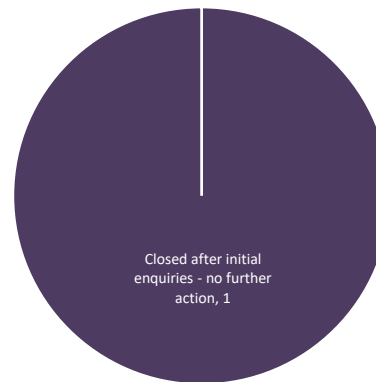
### Business Rates

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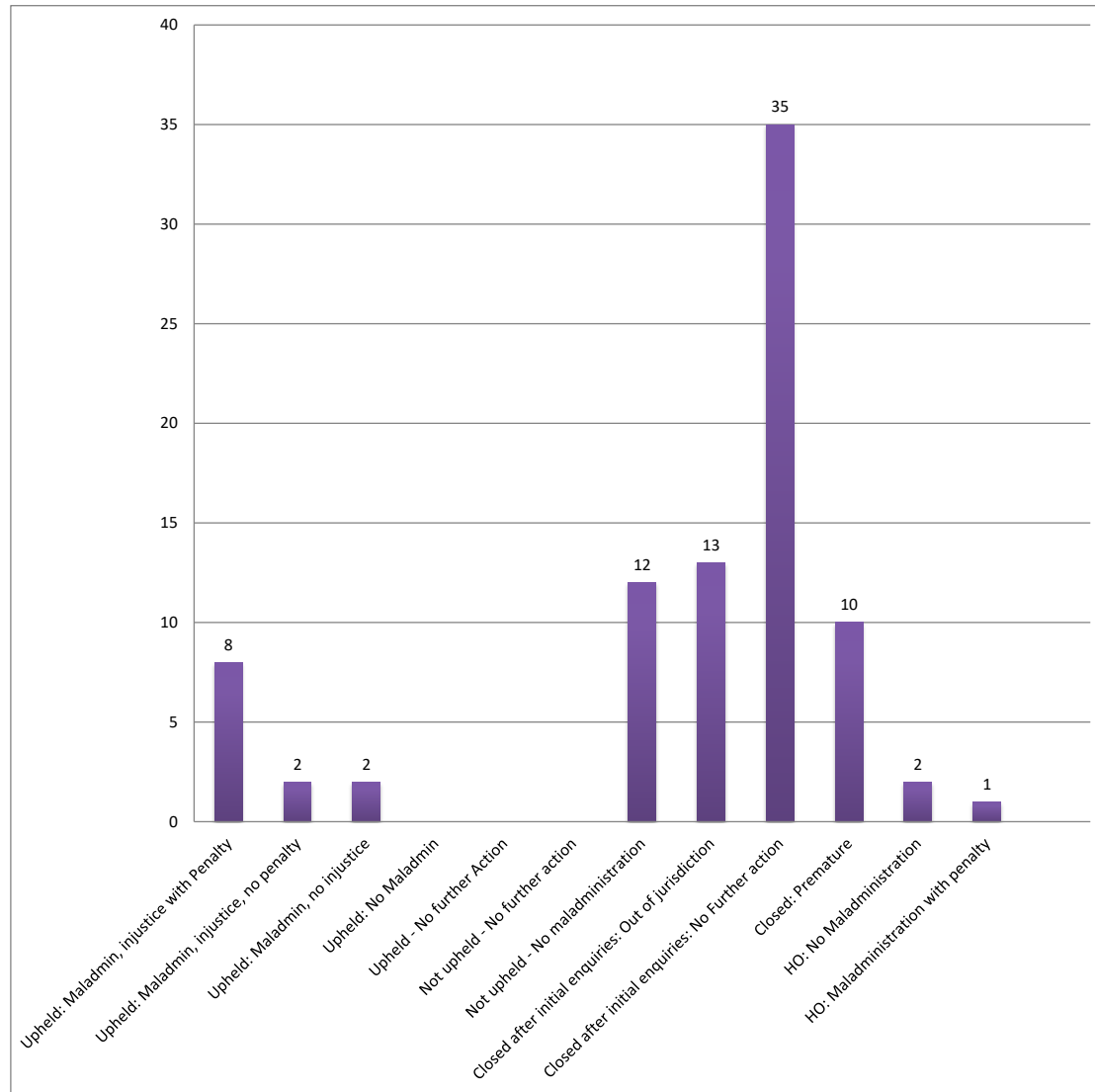


### Legal Services

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## Outcomes



## Significant decisions from Local Government or Housing Ombudsmen

### Qtr 1

#### 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**

### Qtr 2

#### 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**

#### 4. Miss B - Housing Services

Miss B complained about the Council's response to her request for help when she was made homeless. The Ombudsman found the Council had not met its homelessness duties to Miss B. The Council apologised for the error and agreed to make a payment of £500 for the distress the matter had caused.

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

## Qtr 3

### 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**

## Qtr 4

### 1. Ms X - Adults Services

The Council failed to ensure the commissioned care provider (Lodge Care) adhered to the care and support plan for Ms X. As a result meals and medication were missed and her family was caused considerable anxiety. The Council could not respond fully to the family's complaint because the care provider's records were in a process of change. The Council agreed to payments totalling £950 to recognise the anxiety caused by poor care as well as the additional time, trouble and expense caused.

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

### 2. Mr D - Children's Services

Mr D complained about the Council's handling of his request for financial and other support under a Special Guardianship Order, also about his request for assessment of X's special educational needs. No fault was found in the way the Council considered the matters raised, but the Ombudsman did find fault in the Council's poor handling of Mr D's complaints which caused him injustice. The Council agreed to apologise and pay £500 in recognition.

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

### 3. Mr X - Benefits

Mr X complained the Council reduced his Housing Benefit and then refused on several occasions to pass his case to the Tribunal when he appealed. Mr X said this caused him and his family frustration and distress. The Council was found to be at fault and agreed to apologise to Mr X, make him a financial payment of £100 and review procedures.

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

### 4. Mrs X - Housing Services

Mrs X complained about the way the Council had handled her Disabled Facilities Grant. She said this caused inconvenience, distress, and cost her time and trouble. The Ombudsman found fault with the Council for asking Mrs X to get additional quotes from contractors on its approved list. The Council agreed to apologise to Mrs X and make a payment of £100 to reflect the injustice caused by the fault. Changes had already been made to the Policy, which the Ombudsman was satisfied with.

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

### 5. Mr Y - Traffic and Parking Control

Mr Y complained about the way a penalty charge notice was issued and not dealt with appropriately when he complained. The Council refunded the payments made and agreed to apologise to Mr Y for the delay in responding.

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