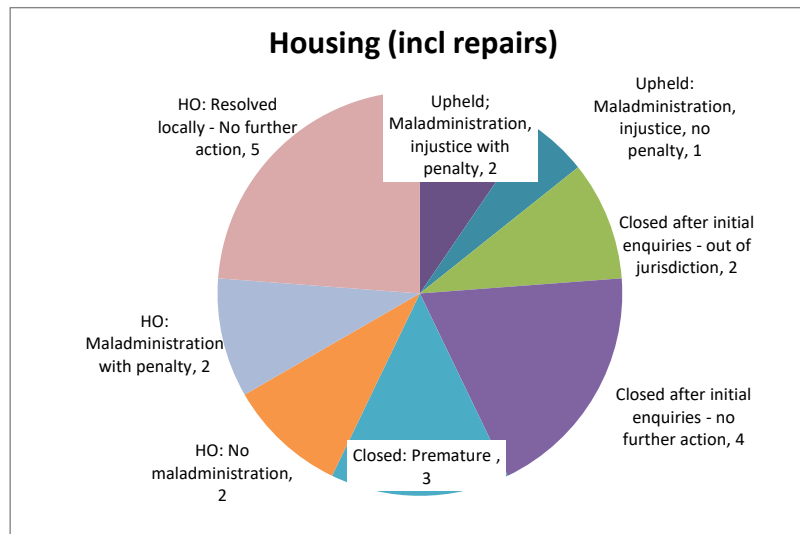
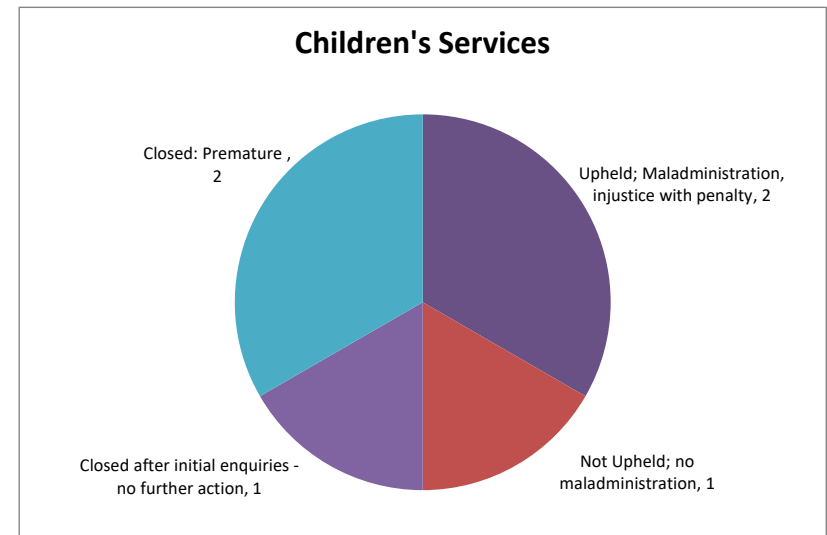
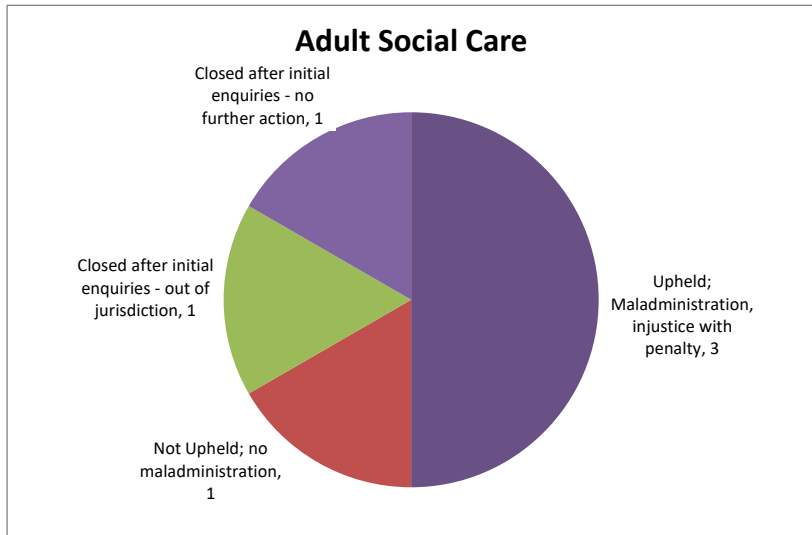


Complaints determined:

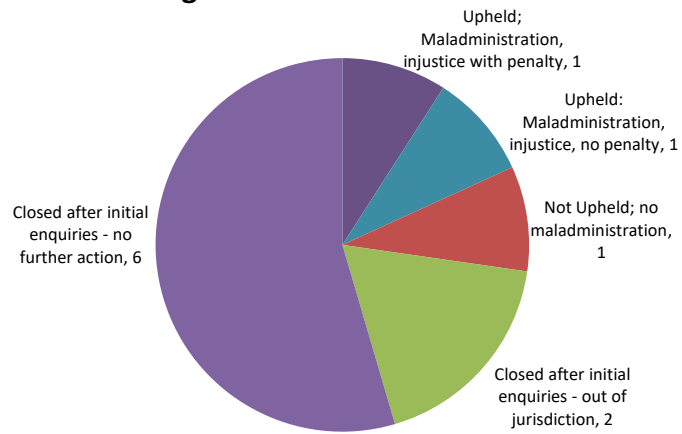
		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld; Maladministration, injustice, no penalty	Upheld; Maladministration, no injustice	Upheld: 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	1	1						6
Children's Services	Children's Services Learning & Achievement				2				1		1	2					6
																	0
Chief Operating Officer	Libraries																0
Neighbourhoods	Environment Planning & Building Control				1	1			1	2	6						11
	Public Protection								2	1	4						7
	Housing (incl repairs)				2	1				2	4	3	2	2	5		21
oneSource	Council Tax & Benefits									1							1
	Business Rates																0
	Legal Services																0
Total :		0	0	0	8	2	0	0	5	7	16	5	2	2	5	0	52

Decisions

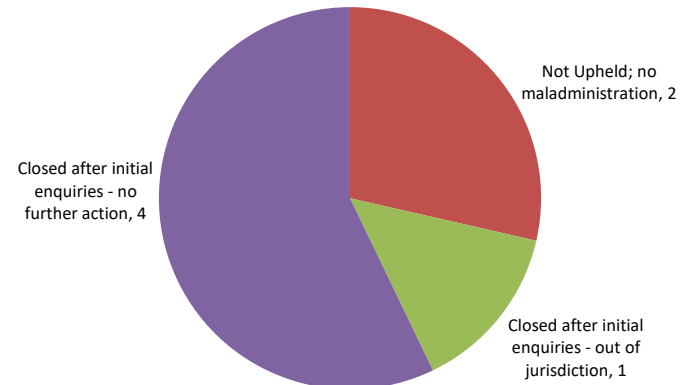


Decisions

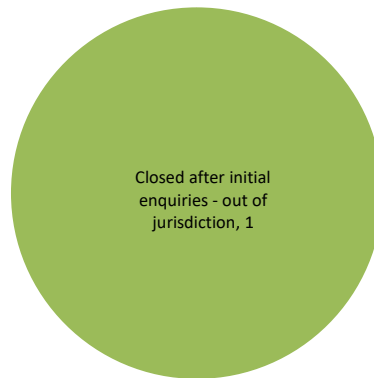
Neighbourhoods Environment



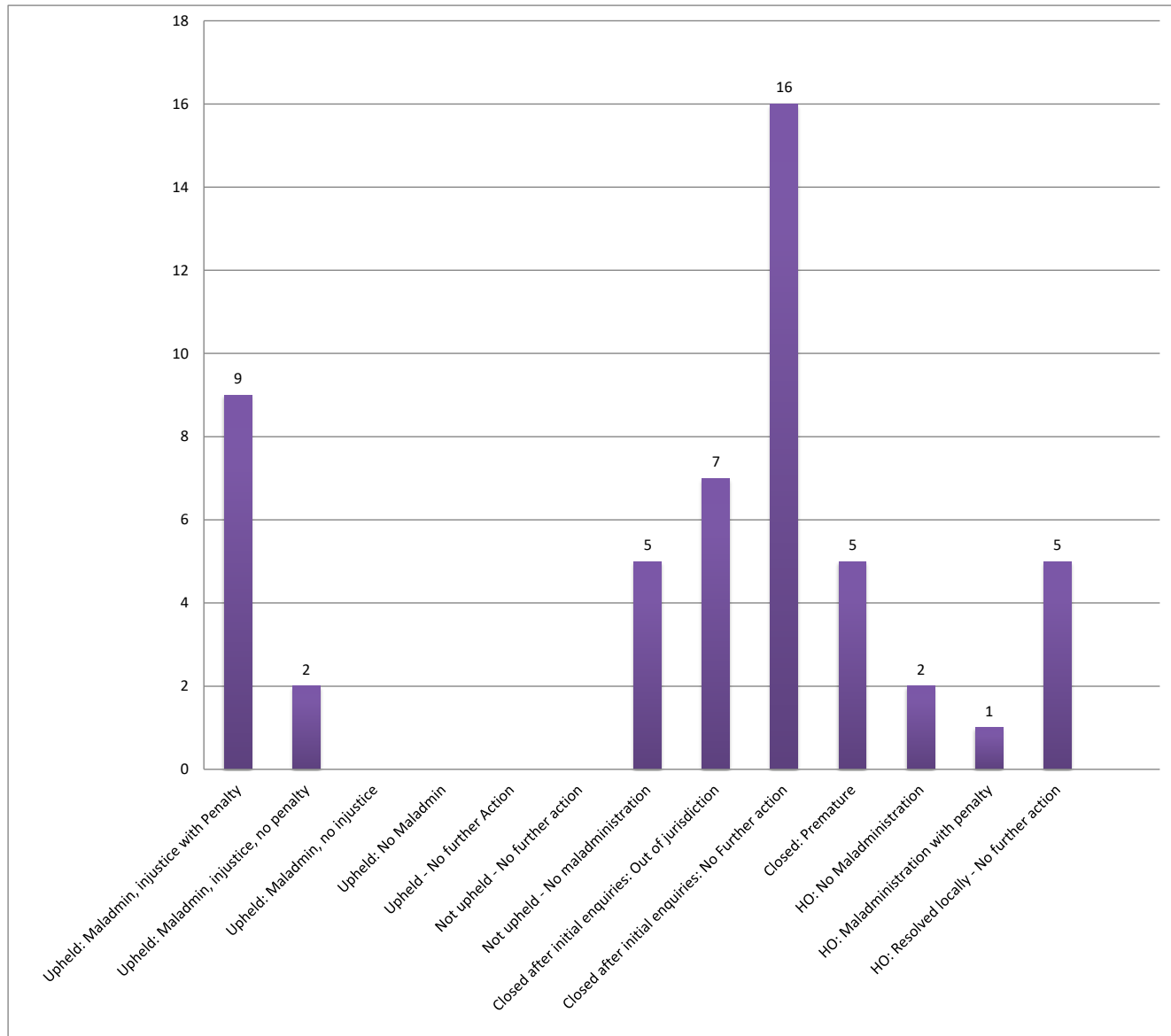
Neighbourhoods Planning & Building Control



oneSource Council Tax & Benefits



Outcomes



Significant decisions from Local Government or Housing Ombudsmen

Qtr 1

1. Mr S - Housing Services

The Housing Ombudsman found failure in the Council's handling of outstanding window, brick, mould, wall and crack repairs at Mr A's home. Orders were issued to make a payment of £300, review staff and contractors training needs in relation to repairs, record keeping and ensure any outstanding works were progressed to completion.

Housing Ombudsman decision: Upheld - Maladministration, Injustice with penalty

2. Miss X - Traffic & Parking Control

Miss X complained the Council had confiscated and retained her father's blue badge, causing him inconvenience and distress. Ombudsman found fault with the Council's actions and recommended it apologise to the family and make compensatory payments totalling £950.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

Qtr 2

3. 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

4. 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 with penalty

5. Mrs H - Adult 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

6. Mrs B - Roads and Pavements

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

7. 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

Qtr 3

8. Mr A - Housing Services

Mr A complained about the level of compensation offered by the Council, following the loss of electricity to his property, as well as the delay in handling his complaint. The Housing Ombudsman awarded a payment of £101.63

Housing Ombudsman decision: Upheld - Maladministration, Injustice, with penalty

9. Mr B - Housing Services

Local Government and Social Care Ombudsman considered this case as part of a joint investigation with the Parliamentary and Health Service Ombudsman as the complaint was made against the Council as well as North East London NHS Foundation Trust (the Trust) and Havering Clinical Commissioning Group (CCG). The Ombudsmen were satisfied the Trust, Council and CCG provided largely appropriate care to Mr A's mother with complex care and housing needs. However, the Ombudsmen found fault with the initial support provided by the Council's housing team. This caused the woman's son avoidable frustration and distress. The Ombudsmen also found the Council contributed to the woman's delayed discharge from hospital as it failed to clearly establish her housing needs. The Council agreed to apologise and make payments totalling £500 to Mr B and his mother.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

Qtr 4

10. Mrs S - Children's Services

Mrs S complained about the way the Council responded to her request for school transport for her son, T, who has an Education and Health Care Plan and attends an out-of-borough school. The Ombudsman found fault in the way the Council considered Mrs S's response to the refusal of her school transport application. At the time of the Ombudsman's investigation, the Council had offered to repay Mrs S' costs from the September and offered an inconvenience payment of £250. The Ombudsman asked the Council to make a further payment of £110 and send an apology to Mrs S, which it agreed to do.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

11. Ms X - Children's Services

Ms X complained that both Kent and Havering councils failed to take safeguarding action when her older, adult son disclosed that he had sexually abused her younger son, who is a child, six years previously. Kent was at fault for a two-month delay in telling Havering about the disclosure, and both councils were at fault for failing to tell Ms X about it in good time. Both councils also failed to properly communicate with each other when considering safeguarding action, which meant neither held a strategy discussion to explore the potential risk. Ms X's younger son, who, it appears, was not actually a victim of abuse, suffered no injustice. Havering agreed to make a payment of £500 to Ms X in recognition of the distress caused, and to change procedures and train staff to prevent similar failures in future.

Ombudsman decision: Upheld - Maladministration, Injustice with penalty

12. Mr X - Housing Services

Mr X complained about how the Council responded to his reports of rats and drainage problems that affected his property. The Ombudsman agreed with the Council's previous assessment that there was some fault because it failed to carry out an inspection on one occasion and did not respond to some of Mr X's complaints properly. To remedy the distress caused by these faults, at the time of the Ombudsman's investigation, the Council had already apologised and offered a payment of £510 to Mr X. The Ombudsman considered this to be a suitable outcome to remedy the injustice caused to Mr X.

Ombudsman decision: Upheld - Maladministration, Injustice, with penalty