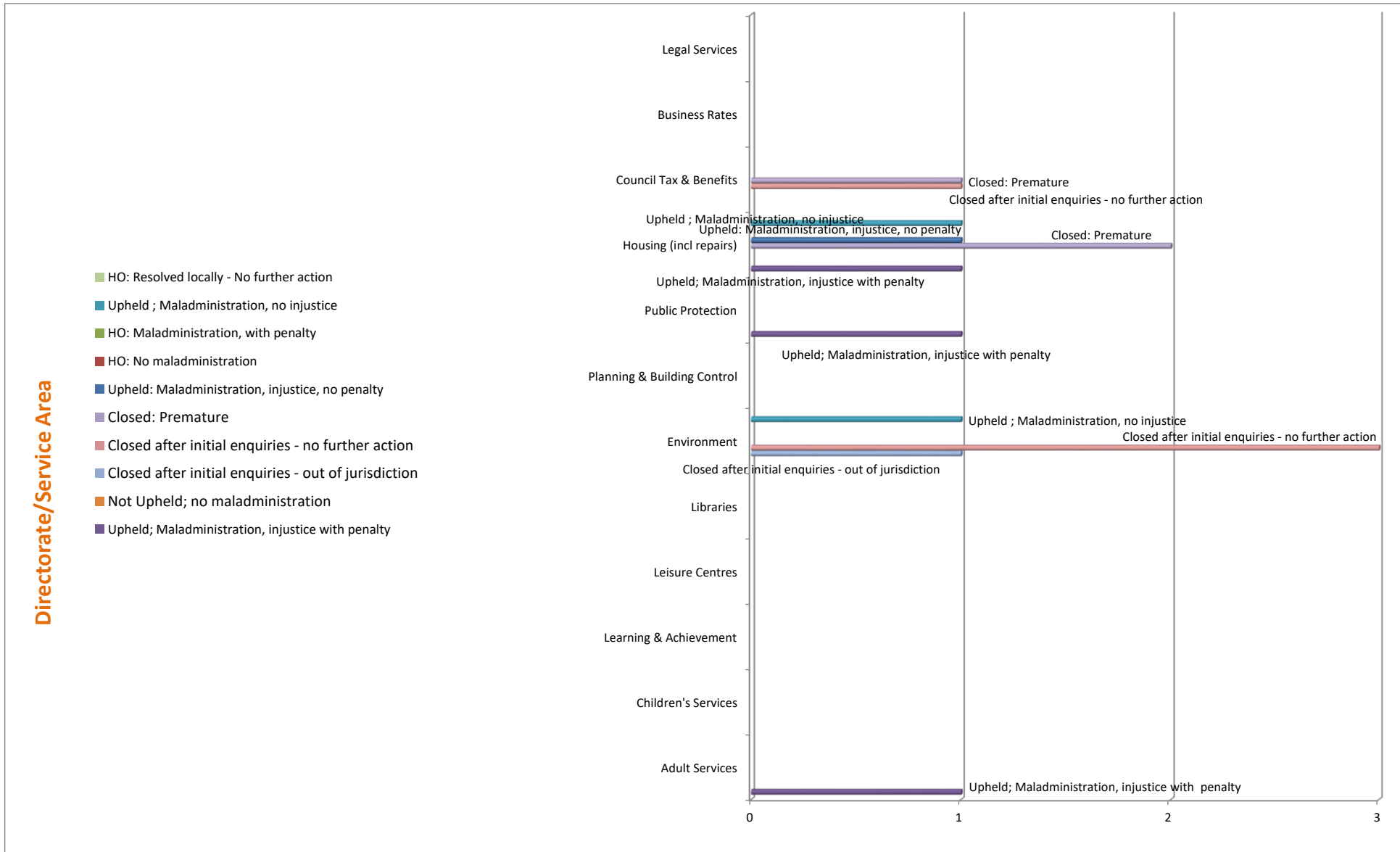


Complaints determined:

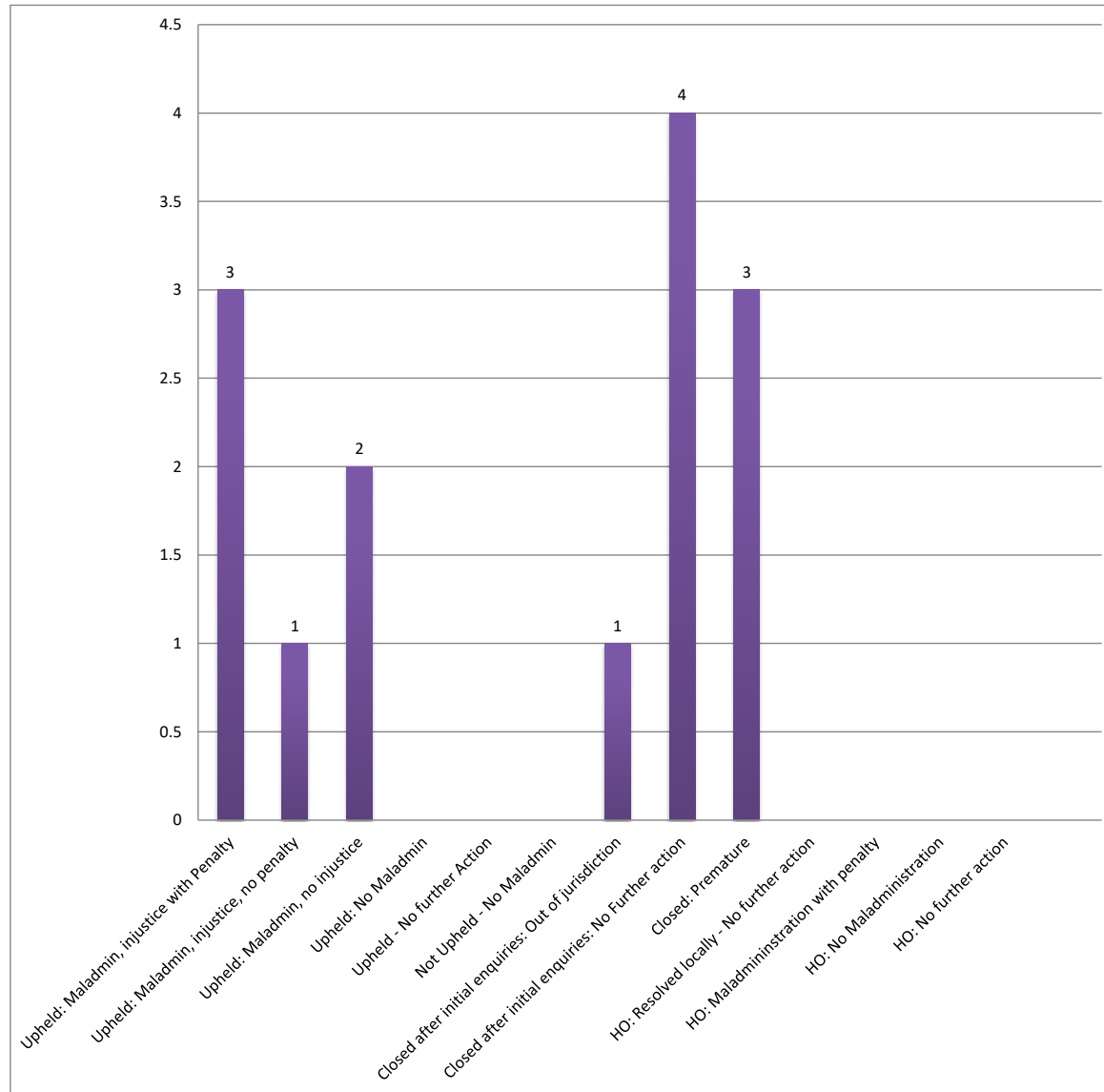
		Report issued: Upheld; maladministration and injustice	Report issued: Upheld; maladministration, no injustice	Report issued: Not upheld; no maladministration	Upheld; Maladministration, injustice with penalty	Upheld; Maladministration, injustice, no penalty	Upheld ; Maladministration, no injustice	Upheld: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

1
0
0
0
5
1
5
2
0
0
14

Decisions



Outcomes



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

1. Miss X - Public Protection

Miss X complained about how the Council handled her complaint about her neighbours burning items in their garden. She said the fumes negatively affected her family's sleep and health. The Council was found to be at fault for its poor communication and delays in acting on the evidence Miss X provided. The Council admitted a failure in service. It has agreed to apologise, make a financial payment of £1000 and provide a better service to remedy Miss X's injustice.

Ombudsman decision: Upheld - Maladministration, injustice with penalty

2. Mr X - Adults Services

Mr X complained about the way the Council dealt with his renewal of a Taxicard. The Council accepted some fault for which it apologised and reconsidered his application. The Ombudsman agreed with this outcome but also recommended a time and trouble payment should be made to remedy the injustice to Mr X. The Council agreed to make a payment of £100.

Ombudsman decision: Upheld - Maladministration, injustice with penalty

3. Mrs X - Housing Services

Mrs X complained on behalf of her son and daughter in law, Mr and Mrs Y, that the Council delayed returning their house to them at the end of a lease agreement and failed to keep them updated. This caused uncertainty and distress. The Ombudsman found the Council was at fault for delays returning Mr and Mrs Y's house and for failing to provide clear information. The Council agreed to apologise to Mr and Mrs Y and pay them £300 to recognise the frustration and added time and trouble its faults caused. In addition, it was agreed that procedures would be reviewed to ensure the Council provides clear information to landlords, both at the start and end of the process.

Ombudsman decision: Upheld - Maladministration, injustice with penalty

4. Mr X - Housing Services

Mr X says the Council wrongly denied his brother's successful bid for a property. The Ombudsman found fault by the Council which caused an injustice to Mr X's brother, but was satisfied with the action taken to address the matter.

Ombudsman decision: Upheld - Maladministration, injustice with no penalty

5. Miss X - Housing Services

Miss X complained the Council did not properly consider her mental health needs when it made its housing decision. The Council was not at fault in how it assessed her housing application. However, the Council did delay in reviewing the application. The Council had already apologised to Miss X which remedied any injustice caused but also agreed to let the Ombudsman what action it has taken to address its backlog of review decisions.

Ombudsman decision: Upheld - Maladministration, no injustice

6. Mr X - Environment Services

Mr X complained about the Council's refusal to undertake an anti-social behaviour case review. The Council failed to properly apply the local case review threshold and was responsible for delays in responding to Mr X's application. The Council agreed to apologise to Mr X and review its processes.

Ombudsman decision: Upheld - Maladministration, no injustice