

LGSCO Ref	Service Area	Directorate	Summary of Final Decision	Actions	Date of Final Decision	Actions Complete	Actions completed in time Y/N	Decision
18013230	Planning and Environment	EAP	Mr X complained the Council failed to notify him about a neighbour's planning application. He also complained the Council took too long to respond to his complaint about the matter and gave him inaccurate information. We cannot say whether the Council sent a notification letter to Mr X's property. It appropriately considered the impact of the development on residential amenity. It unacceptably delayed responding to his complaint causing him frustration. It has apologised to him for this. This is sufficient to remedy the injustice caused.	Apology already issued.	24/04/2019	Yes	Yes	Upheld: Maladministration & No Injustice
18009620	Mental Health/ Safeguarding	HHASC	The Ombudsmen will not investigate a complaint about the care the complainants' son received in supporting living. The complaint is late and there are insufficient grounds to accept it now.	Case closed	02/05/2019	N/A	N/A	Closed after initial enquiries - No further action

18010841	Planning and Environment	EAP	There was fault in the time it was taking the Council to make an order on Mr X's application to change the rights of way map. The Council agreed to apologise to Mr X and pay him £250 in recognition of the avoidable distress and uncertainty caused by its delay. The Council also agreed to review its rights of way of service with the aim of reducing its backlog of applications.	<ul style="list-style-type: none"> • To write to Mr X to apologise for both its delay in making an order on his DMMO application and the frustration caused by its failure to provide a reasonable timescale for carrying out the Secretary of State's direction. • To pay Mr X £250 in recognition of the avoidable distress caused by the delay and continuing uncertainty about the legal existence of the claimed right of way. • Start and finish a review of the DMMO service with the aim of reducing the DMMO backlog. (Such review could include consideration of current staffing levels, work practices, policies and procedures and how other local authorities have dealt with similar backlogs.) 	09/05/2019	Yes	Yes	Upheld: Maladministration & Injustice
19003573	Housing registrations	HHASC	Miss X complained about the Council's assessment of her housing application. The Ombudsman should not investigate this complaint. This is because there is insufficient evidence of fault on the Council's part which would warrant an investigation.	Case Closed	11/07/2019	N/A	N/A	Closed after initial enquiries - No further action
19003226	Transport	EAP	The Ombudsman will not investigate this complaint about the Council's response to the complainant's suggestion it should create a mini roundabout. It is unlikely he would find fault by the Council had caused the complainant significant injustice.	Case Closed	17/07/2019	N/A	N/A	Closed after initial enquiries - No further action

19003108	Finance	CCS	The Ombudsman will not investigate Mrs A's complaint that the Council has failed to include all her son's, Mr B's, Disability Related Expenditure (DRE) in his financial assessment. This is because there is no evidence of fault having caused a significant enough injustice to Mr B warranting an Ombudsman investigation.	Case Closed	22/07/2019	N/A	N/A	Closed after initial enquiries - No further action
18008246	Children's safeguarding	CCS	Ms X complained about the Council's investigation into its handling of a single assessment it carried out on her and her child, A, in 2016. The Council was at fault. The Statutory investigation found it failed to provide Ms X with a copy of the single assessment until 2018 and failed to adequately respond to her stage 1 complaints. The Council also failed to adequately respond to Ms X's request for counselling and therapy for A. The Council agreed to apologise and pay Ms X a total of £400 to recognise the upset, frustration and avoidable time and trouble caused by its failings.	Payment and apology made	25/07/2019	15/08/2019	Yes	Upheld maladministration & injustice
18016098	Adult Finance	HHASC	We do not uphold Mr and Mrs X's complaint about their care charges.	Case Closed	09/08/2019	N/A	N/A	Not upheld; No maladministration

18019666	Waste	EAP	Ms X complained the Council's assisted collection scheme repeatedly failed to collect her recycling bin and did not always return the bin to the right place. The Ombudsman found the Council was at fault.	Pay Ms X £100, to remedy her avoidable time and trouble in having to repeatedly report missed bin collections to the Council.	16/08/2019	Yes	Yes	Upheld maladministration & injustice
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