

Omb Ref Which Omb Directorate Service Area Date of final decision	Outcome	Summary of Final Decision	Actions (as list with dates for completion)	Date Actions Complete (as corresponding list)
24000663 LGSCO Place Housing Standards 22/05/2024	Closed after initial enquiries – no further action	We will not investigate this complaint about the Council's alleged failure to provide Mrs X with adaptations she needed in a timely manner. This is because an investigation would be unlikely to find fault with the Council's actions.	Not applicable	Not applicable
24000409 LGSCO Place Planning 05/06/2024	Closed after initial enquiries – out of jurisdiction	We will not investigate this complaint that the Council failed to provide important documents to the Planning Inspectorate during the complainant's appeal against her refused planning application. The operation of the appeal process falls outside the Ombudsman's jurisdiction.	Not applicable	Not applicable
23016269 LGSCO Place Housing 05/06/2024	Upheld: no further action	We will not investigate this complaint about the Council's decision not to award Mr X higher banding status on its housing register. This is because it is unlikely an investigation would result in finding fault with the Council's actions.	Not applicable	Not applicable
23019517 LGSCO Place Housing 05/06/2024	Closed after initial enquiries – no further action	I have decided not to investigate the complaint as the complainant no longer wishes to pursue it.	Not applicable	Not applicable

23011019 LGSCO Adult Social Care & Integration Commissioning 18/06/2024	Upheld: fault and injustice	Mr B complained about the care provided by a care agency, the Council's and the agency's communications with him and the agency's records. We have not found fault with the care provided by the agency or the Council's and the agency's communication with Mr B. However, there was some fault in the agency's record keeping. The Council has agreed to apologise and to remind the agency of the importance of good record keeping.	By 18/07/2024 1. Apologise to Mr B as he has suffered distress as a result of the incorrect information that he read in the care plan. 2. Remind the Agency of the importance of good record keeping.	1. 17/07/2024 2. 17/07/2024
23016432 LGSCO Corporate Services Council Tax 18/06/2024	Closed after initial enquiries – out of jurisdiction	We will not investigate this complaint about the Council's decision on a Council Tax discount because it is reasonable for Ms X to appeal to the Valuation Tribunal	Not applicable	Not applicable
23013454 LGSCO Adult Social Care & Integration Commissioning 10/06/2024	Upheld: fault and injustice	The complainant (Mr X) said the Council failed to update his wife's (Mrs X) direct payments with the inflationary increase from April 2023. We propose to find fault with the Council's lack of action as well as with the inadequate communication with Mr X and its failure to respond to his complaint. The Council fault caused Mr X frustration. He spent much time contacting the Council and other organisations. We recommend the Council apologise and make symbolic payments to recognise Mr X's distress and his time and trouble. We also recommend some service improvements	Points 1, 2, 3 – by 25/07/2024 Points 4, 5 – by 27/09/2024 1. Apologise to Mr X for the injustice caused to him by the faults identified. The apology should follow our "Guidance on Remedies" 2. Pay Mr X £50 to recognise his distress caused by the Council's fault to communicate with him effectively. 3. Pay Mr X £50 to recognise his time and trouble spent on complaining. 4. Remind its Adult Social Care staff of the importance of timely communication with the service users and of taking their individual circumstances into account. 5. Review its complaint handling for the Adult Social Care complaints to ensure they are properly recorded and responded to in accordance with the Council's policy.	The deadline for completing the actions to satisfy remedies at points 1, 2,3 was missed due to leave in the service area.