

LGSCO Ref	Service Area	Directorate	Summary of Final Decision	Actions	Date of Final Decision	Actions Complete	Actions completed in time Y/N	Decision
19017252	Highways	EAP	The Ombudsman will not investigate Mr R's complaint about falling over on an uneven pavement. This is because it would be reasonable to expect Mr R to pursue his claim for compensation through the courts.	Case closed	21/02/2020	N/A	N/A	Closed after initial enquiries - Outside of jurisdiction.
19020241	Planning and Environment	EAP	The Ombudsman will not investigate Mr X's complaint about the Council's handling of his application to discharge planning conditions. This is because it would have been reasonable for Mr X to appeal.	Case closed	09/04/2020	n/a	N/A	Closed after initial enquiries - No further action
19019280	Finance	CCS	The Ombudsman will not investigate Mrs X's complaint that the Council failed to properly consider the law and guidance when deciding Mrs X deliberately deprived herself of capital to avoid care charges. This is because there is insufficient evidence of fault by the Council to warrant an investigation.	Case closed	31/03/2020	N/A	N/A	Closed after initial enquiries - No further action
19019915	Children's safeguarding	CSS	The Ombudsman will not investigate Ms B's complaint about a referral that was made by her daughter's school to the Council. This is because the Information Commissioner's Office is the body better placed to consider her complaints.	Case closed	27/03/2020	N/A	N/A	Closed after initial enquiries - outside of jurisdiction.
19019856	Council Tax	CCS	The Ombudsman will not investigate this complaint about costs for council tax arrears. This is because there is insufficient evidence of fault by the Council and because the costs have been confirmed in court.	Case closed	06/04/2020	NA	NA	Closed after initial enquiries - No further action
19019078	Council Tax	CCS	The Ombudsman will not investigate Mrs X's complaint the Council would not apply a single person discount to her property. This is because it would be reasonable for Mrs X to use her appeal right to the Valuation Tribunal.	Case closed	14/05/2020	NA	N/A	Closed after initial enquiries - No further action

201908506	Housing Repairs	HHASC	The complaint is regarding the landlord's handling of: Repairs required to the property. Issues with the electrics and the resident's request for compensation for loss and damage of personal items due to the electrical issues.	The following orders: The landlord should pay the resident £75 within the next 4 weeks, in respect of its handling of the repairs due to its poor record keeping on the issues. The landlord should arrange an inspection of the resident's kitchen to assess the situation with the cooker and decide the appropriate action to undertake regarding the placement of the cooker, if it finds that further action is required. The landlord should arrange an inspection of the resident's bathroom to ascertain whether the bath panel has been replaced and undertake the replacement if this remains outstanding.	14/05/2020	ongoing	ongoing	Upheld: Malad & Injustice
19016125	EAP	Highways	Mr X complains the Council incorrectly claims to have adopted a private road, including an area of his private property. He wants the Council to remove the road from its list of streets and for the Ombudsman to require the Council to adhere to highway legislation. The Ombudsman has discontinued this investigation because the	NA	30/06/2020	NA	NA	Not upheld: No further action
19019589	HHASC	Adult Social Care	Mrs C complains about the way in which the Council managed her son's transition from children's social care services into adult social care services. Mrs C says the Council's fault left her son without any support between January and July 2019. The Ombudsman found fault with regards to the Council's actions. The	Issue £600 x3. Share learning with teams	29/09/2020	Y	Y	Upheld: Malad & Injustice

			Council has agreed to pay Mr X for the temporary loss of his support services and pay him and his mother for the distress this caused them.					
19001392	EAP	Planning	The Council did not respond clearly regarding Mr X's report about noise from a nearby development. The Ombudsman does not find that this caused injustice to Mr X.	NA	31/07/2020	NA	NA	Not Upheld: No injustice
19010325	HHASC	Adult Social Care	Ms X complains on behalf of her mother, Mrs Y about the Council's decision not to award the 12 week property disregard. She also complains about the Council's decision to place her in an independent living community which caused her health to deteriorate. The Ombudsman finds the Council acted without fault.	NA	18/08/2020	NA	NA	Not Upheld: No Injustice
19007749	HHASC	Finance	Mr X's legal representative complained the Council, acting as Mr X's Appointee, failed to safeguard Mr X's finances. He says that Mr X's care debts therefore increased. We found the Council appropriately considered Mr X's situation when acting as his Appointee. It decided to prioritise clearing past debts and there is no evidence of fault in how it made this decision.	NA	10/09/2020	NA	NA	Not Upheld, no injustice
19003025	CCS	Legal & Governance	Mr X complained about interference by a councillor and the Chief Executive into a tender contract. While the Council started an investigation into the Chief Executive, it did not investigate the complaint against the councillor. The Council was at fault for not following its procedure for complaints about councillor conduct; it will apologise to Mr X.	Issue an apology within 1 month - due 17/8/2020	17/07/2020	17/08/2020	Y	Upheld: Malad & Injustice
19001385	EAP	Planning	The Council failed to respond clearly to Mr X's complaints that a developer breached planning conditions regarding waste collection at his home. The Council should remedy	• Consider the matter and write to Mr X with an update on the action it may or may not decide to take, explaining its	14/09/2020	14/09/2020	Y	Upheld: Malda & injustice

			this by apologising and giving details how it has considered the report of a planning breach.	reasons. • Apologise to Mr X for its failure to respond and to update him. 11/09/2020				
20001590	EAP	Highways		NA	07/08/2020	NA	NA	closed after initial enquires out of jurisdiction
19007394	HHASC	Safeguarding	There was a five week delay by the Council before a safeguarding complaint was forwarded to the correct Council. This did not affect the outcome of the safeguarding investigation, as this took a further 6 months and found no evidence of abuse or neglect. An apology and review of procedures to ensure this does not happen again remedies the injustice caused by the delay and lack of explanation at a distressing time.	* Apology * Review procedures	24/09/2020	06/11/2020	Y	Upheld: Malad & Injustice
20003536	EAP	Planning	Mr X complains the Council allowed alterations to a housing development to be dealt with as non-material amendments rather than requiring a full planning application. The Ombudsman will not investigate the complaint because it is unlikely we will find evidence of fault.	NA	05/10/2020	NA	NA	Closed after initial enquiries - No further action
20004543	CCS	Council Tax	Mr X complains that the Council unreasonably issued a large backdated council tax bill as a result of their own error. The Ombudsman will not investigate this complaint because he did not dispute the bill and the sum has been paid. Any remaining injustice does not warrant investigation.	NA	19/10/2020	NA	NA	Closed after initial enquiries - no further action
19012604	EAP	planning enforcement	Summary: Mr X complains about an unauthorised use of land near his home. While the Council agrees there has been a material change of use that breaches planning control, it decided not to take enforcement action. Enforcement action is discretionary, and the Ombudsman	NA	02/11/2020	NA	NA	Not Upheld: No injustice

		found no fault in how the Council reached its decision not to act against the planning breach reported by Mr X.					
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