

Audit and Governance Committee 08/11/2023 – Corporate Governance Report – Ombudsmen decisions

LGSCO or HOS Ref Directorate Service Area Date of final decision	LGSCO Or HOS Outcome	Summary of Final Decision	Actions (as list with dates for completion)	Date Actions Complete (as corresponding list)
22018188 LGSCO Place Highways 11/02/2023	Closed after initial enquiries – no further action	We will not investigate this complaint about the Council's refusal to ensure a hedge overgrowing the highway is cut back. The Council has provided evidence the hedge is due to be cut back within four weeks of this decision statement. Further investigation will not lead to a different outcome.	na	na
22015115 LGSCO Place Housing Registrations 18/07/23	Upheld: fault and injustice	confidential - decision will not be published due to risk of identification	<p>By the 18/08/23</p> <ol style="list-style-type: none"> 1. Send a written apology 2. Make a payment of £300 to acknowledge the distress and uncertainty caused by its failure to record information relating to risk when allocating properties. <p>By the 18th September</p> <ol style="list-style-type: none"> 3. Review record keeping procedures to ensure appropriate guidance and reminders are sent to relevant staff to ensure the council updates information about risks, to ensure the council is aware of risks when properties are offered and avoids offering properties in areas where the applicant would be placed at risk. 	<ol style="list-style-type: none"> 1. 02/08/23 2. 02/08/23
23005471 LGSCO Place Highways 20/07/23	Closed after initial enquiries – out of jurisdiction	We will not investigate Mr B's complaint that his property is being damaged due to the Council's failure to maintain the road outside his home. This is because it is reasonable for Mr B to take the Council to court, which is in the best position to decide the matter.	na	na

Annex 5

23003984 LGSCO Children's & Education SEND 22/08/23	Closed after initial enquiries – no further action	We will not investigate this complaint about the Education Health and Care Plan process when the complainant moved into the Council's area. This is because the claimed injustice is not significant enough to warrant an investigation.	n.a	n.a
23002741 LGSCO Place Planning Enforcement 04/0923	Not upheld: no further action	Mr X complained about the Council's actions when it served a planning enforcement notice on his son, a minor. We will not investigate this complaint further. This is because there is ongoing enforcement action. Mr X can raise his concerns about service of the enforcement notice with the court, should it go that far.	n.a	n.a
23005908 LGSCO Corporate Services Council Tax 05/09/23	Premature	We will not pursue the complaint because it has not yet been through your own complaints procedures	29.9.23 Respond to complaint	na

<p>202211429 HOS Place Housing maintenance & repair 18/9/23</p>	<p>Severe mal- administration</p>	<p>1. Apologise to the resident for the failures identified in this investigation. 2. Pay a total of £4900 compensation. This is made up of the following amounts: c. £3,000 to acknowledge the distress caused to the resident by the delays in completing the identified repairs for over a year. i. £1500 to acknowledge the distress caused to the resident by the landlord's handing of the temporary decant. ii. £400 to acknowledge the impact of the complaint handling failures on the resident. 3. Ensure that its records for the resident, including her vulnerabilities are accurate. 4. Review its processes to ensure that complaints and repair issues are properly logged and responded to. 5. Review its complaints policy in line with the complaint handling code. 6. If not already done so, provide a paper copy of its guidance on preventing condensation, damp and mould to the resident.</p> <p>Recommendations 7. It is recommended that the landlord consider whether it would benefit from a damp and mould policy in line with the spotlight report. 8. It is recommended that the landlord consider whether it would benefit from a decant policy.</p>	<p>All points by 16/10/23</p> <p>The HOS has agreed to an extension to 30/10/23 for all actions</p>	
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