

LGSCO/ Housing Ref	Directorate	Service Area	Summary of Final Decision	Actions	Date of final decision	Actions completed date	Actions completed in time Y/N	Decision
20005860	CSC	Childrens safeguarding	The Council was at fault for its record-keeping after receiving information about the welfare of Mr B's son. Because of this, it is unable to provide evidence that it properly dealt with the information. The Council has apologised to Mr B and has offered £500 to recognise his, and his son's, distress. This is a suitable remedy.	Awaiting acceptance from customer of £500 payment	05/02/2021	see actions column		Upheld: Malad & Injustice
19019511	HHASC	Adult Social Care	Ms C complained the Council failed to take her specific situation into account, including her need for reasonable adjustments, when it transferred her case to another social worker and throughout her care review. We found fault with regards to some of the Council's actions, especially in relation to the delay in transferring Ms C's case to a new social worker and providing clarity about what would happen to her Direct Payments. The Council has agreed to apologise and pay a financial remedy for any distress it caused Ms C. The Council will also review guidance it provides to clients about what they cannot use a Direct Payment for.	Issue £400, apologise and review procedures in 6 weeks of date of final decision	22/02/2021			Upheld: Malad & Injustice
20004703	EAP	Highways	Summary: Mr B complained that when work was undertaken on a public right of way, he was unable to use the advertised diversion. Mr B said he was stressed and inconvenienced by the actions of the Council because he was unable to use the diversions. Mr B said the Council breached the Equality Act 2010 because it did not consider the needs of disabled road users. We did not find fault with how the Council co-ordinated the diversion. We did find fault with the Council's complaint handling. The Council has agreed to apologise to Mr B to remedy the injustice caused.	issue an apology within 1 month of decision	19/02/2021	02/03/2021	Y	Upheld: Malad & injustice

20011049	CSC	childrens service	We will not investigate Miss D's complaint that the Council failed to ensure that a member of staff sends her a personal apology for including inaccurate information in a social work report. This is because it is unlikely further investigation will lead to a different outcome.	na	02/03/2021	Na	na	Closed after initial enquiries - No further action
20006365	HHASC	housing management	Summary: Mrs X complains the Council's wrongly disposed of belongings from a garage it leased to her husband for a second time. The Council has accepted there was fault. It has apologised, made service improvements and offered payments for Mrs X's time, trouble and distress. I am satisfied these are a suitable remedy for the injustice caused. The courts are better placed to deal with the dispute about the value of the lost property.	To pay £600 recompense - no date given by LGSCO	18/02/2021	Na	na	Upheld : Malad and injustice - No further action
20010822	EAP	Highways	We will not investigate Mr X's complaint about the Council's handling of his report of a defect in the pavement. This is because it would be reasonable for Mr X to serve notice on the Council and take the matter to court. The issue has also not caused Mr X significant personal injustice.	na	02/03/2021	Na	na	Closed after initial enq - out of Jurisdiction
20010909	CCS	Business rates	We shall not investigate this complaint about the Council refusing to increase a business grant. It is unlikely investigation would find any fault by the Council but for which the Council would have increased the grant.	na	10/03/2021	Na	na	Closed after initial enquiries - No further action
20010551	CSC	Safeguarding	I will not investigate this complaint about the way in which the Council dealt with safeguarding concerns raised by the complainant in relation to his children. This is because we are unlikely to be able to add anything further to the Council's response to the complaint. The remedy offered is within our guidelines.	na	10/03/2021	Na	na	Closed after initial enquiries - No further action