

Annex 5

Local Government and Social Care Ombudsman cases – decisions for December 2018 to January 2019

LGSCO Ref	Our Ref	Service Area	Directorate	Summary of Final Decision	Actions	Date of Final Decision	Actions Complete	Decision
17005251	IGF/4058	Planning	EAP	Ms B complains about the Council's failure to respond to her email enquiry relating to planning issues and the way it handled her complaint about this. Minor fault by the Council and the limited injustice caused to Ms B do not warrant any further investigation of the complaint by the Ombudsman.	Case closed	03/12/2018	NA	Not Upheld: No Injustice
18000521	IGF/2311	Mental Health/Safeguarding	HHASC	Summary: Mrs X complains the Council failed to deal properly with adult safeguarding concerns involving her daughter and a Social Enterprise. There was no fault by the Council, so we cannot question the merits of the Council's decision to conclude its safeguarding enquiry. I have completed my investigation as the Council's decision on the safeguarding concerns was not affected by fault.	Case closed	10/12/2018	NA	Not Upheld: No Injustice
18012056	IGF/09765	Council Tax	CCS	The Ombudsman will not investigate this complaint about costs added to the complainant's council tax account. This is because there is insufficient evidence of fault by the Council and because the costs were agreed in court.	Case Closed	19/12/2018	NA	Closed after initial enquiries - No further action

18012532	IGF/11018	Waste	EAP	The Ombudsman will not investigate this complaint about the Council's decision not to give the complainant a 240 litre rubbish bin. This is because there is insufficient evidence of fault by the Council and insufficient evidence of injustice.	Case closed	20/12/2018	NA	Closed after initial enquiries - No further action
18012921	IGF/09910	Planning	EAP	The Ombudsman will not investigate Mr X's complaint about the Council's road signs. His injustice lies in the penalty charge notice issued to him and the Council has cancelled this, apologised to him and removed the sign he says was misleading. This provides a suitable remedy for the complaint and it is unlikely further investigation would achieve any worthwhile outcome.	Case closed	15/01/2019	NA	Closed after initial enquiries - No further action