

LGSCO Ref	Service Area	Directorate	Summary of Final Decision	Actions	Date of Final Decision	Actions Complete	Actions/remedies completed in time y/n	Decision
18013230	Planning and Environment	EAP	Mr X complained the Council failed to notify him about a neighbour's planning application. He also complained the Council took too long to respond to his complaint about the matter and gave him inaccurate information. We cannot say whether the Council sent a notification letter to Mr X's property. It appropriately considered the impact of the development on residential amenity. It unacceptably delayed responding to his complaint causing him frustration. It has apologised to him for this. This is sufficient to remedy the injustice caused.	Apology already issued.	24/04/2019	Yes	Yes	Upheld: Malad, No Injustice
18009620	Mental Health/Safeguarding	HHASC	The Ombudsmen will not investigate a complaint about the care the complainants' son received in supporting living. The complaint is late and there are insufficient grounds to accept it now.	Case closed	02/05/2019	N/A	N/A	Closed after initial enquiries - No further action

18010841	Planning and Environment	EAP	<p>There was fault in the time it was taking the Council to make an order on Mr X's application to change the rights of way map. The Council agreed to apologise to Mr X and pay him £250 in recognition of the avoidable distress and uncertainty caused by its delay. The Council also agreed to review its rights of way of service with the aim of reducing its backlog of applications.</p>	<ul style="list-style-type: none"> • To write to Mr X to apologise for both its delay in making an order on his DMMO application and the frustration caused by its failure to provide a reasonable timescale for carrying out the Secretary of State's direction. • To pay Mr X £250 in recognition of the avoidable distress caused by the delay and continuing uncertainty about the legal existence of the claimed right of way. • Start and finish a review of the DMMO service with the aim of reducing the DMMO backlog. (Such review could include consideration of current staffing levels, work practices, policies and procedures and how other local authorities have dealt with similar backlogs.) 	09/05/2019	Yes	Yes	Upheld: Malad & Injustice
19003573	Housing registrations	HHASC	<p>Miss X complained about the Council's assessment of her housing application. The Ombudsman should not investigate this complaint. This is because there is</p>	Case Closed	11/07/2019		N/A	Closed after initial enquiries - No further action

			insufficient evidence of fault on the Council's part which would warrant an investigation.					
19003226	Transport	EAP	The Ombudsman will not investigate this complaint about the Council's response to the complainant's suggestion it should create a mini roundabout. It is unlikely he would find fault by the Council had caused the complainant significant injustice.	Case Closed	17/07/2019		N/A	Closed after initial enquiries - No further action
19003108	Finance	CSS	The Ombudsman will not investigate Mrs A's complaint that the Council has failed to include all her son's, Mr B's, Disability Related Expenditure (DRE) in his financial assessment. This is because there is no evidence of fault having caused a significant enough injustice to Mr B warranting an Ombudsman investigation.	Case Closed	22/07/2019		N/A	Closed after initial enquiries - No further action

18008246	Children's safeguarding	CSS	Ms X complained about the Council's investigation into its handling of a single assessment it carried out on her and her child, A, in 2016. The Council was at fault. The Statutory investigation found it failed to provide Ms X with a copy of the single assessment until 2018 and failed to adequately respond to her stage 1 complaints. The Council also failed to adequately respond to Ms X's request for counselling and therapy for A. The Council agreed to apologise and pay Ms X a total of £400 to recognise the upset, frustration and avoidable time and trouble caused by its failings.	Payment and apology made	25/07/2019	15/08/2019	Yes	Upheld maladministration & injustice
18016098	Adult Finance	HHASC	We do not uphold Mr and Mrs X's complaint about their care charges.	Case Closed	09/08/2019		N/A	Not upheld; No malad
18019666	Waste	EAP	Ms X complained the Council's assisted collection scheme repeatedly failed to collect her recycling bin and did not always return the bin to the right place. The Ombudsman found the Council was at fault.	Pay Ms X £100, to remedy her avoidable time and trouble in having to repeatedly report missed bin collections to the Council.	16/08/2019	Yes	Yes	Upheld maladministration & injustice

19006721	Council Tax	CCS	Mr X complains about the Council's decision to increase council tax.	The Ombudsman will not investigate this complaint because this has affected all or most of the population of the Council area.	12/09/2019	N/A	N/A	Closed after initial enquiries - No further action
19002158	Planning and Environment	EAP	Mrs X complains about the Council's refusal to take planning enforcement action against her neighbour.	The Ombudsman will not investigate this complaint because there is no evidence of fault by the Council.	12/09/2019	N/A	N/A	Closed after initial enquiries - No further action
18019661	Housing Repairs	HHASC	There were delays in the Council assessing Mrs X's needs and the layout of her shower room. The Council should write to Mrs X to apologise.	Issue letter of apology to Mrs X	23/09/2019			Upheld: Malad & Injustice
19004193	Adult Finance	HHASC	Mrs X complains the Council failed to properly consider the law and guidance when deciding Mrs W deliberately deprived herself of capital to avoid care charges. The Council's decision is not fully in line with the guidance, which means it is flawed and this causes injustice as it is in doubt. The Council needs to reconsider its decision.	Within four weeks reconsiders its decision on the deprivation of Mrs W's capital, addressing all the questions in the Care and Support Statutory Guidance. While the council believes it has already followed appropriate procedures for reaching its conclusions about whether the individual had a reasonable expectation of having to contribute towards the costs of Mrs W's eligible care needs, it has	15/10/2019	Yes	Yes	Upheld maladministration & injustice

				agreed to reconsider its decision.				
19005054	Planning and Environment	EAP	Miss B complains about the Council's decision to grant planning permission for a dormer extension to her neighbour's property. Miss B says her property is now overlooked. We find the Council's decision was not affected by fault. The Council was entitled to consider what could be built under permitted development rules. Also, the Council's assessment that part of the proposal was permitted development was not affected by fault. We have completed our investigation.	Case Closed	25/10/2019	N/A	N/A	Not upheld; No malad

18017550	Education & Adults social Care	CSS & HHASC	<p>Mrs X complained the Council had failed to plan ahead for her daughter, Miss Z's transition in support from children to adult social care support. She complained it has failed to support her and her husband adequately as carers. The Council unacceptably delayed work to prepare for Miss Z's adulthood. It also failed to effectively assess Mr and Mrs X's needs as carers. It has agreed to apologise, assess Mr and Mrs X as carers, review practice between service areas and pay Miss Z £200 as a token remedy.</p>	<p>Within one month of my final decision the Council has agreed to:</p> <ul style="list-style-type: none"> • Pay Miss Z £200 as a token recognition of distress caused to her by its delays in transition planning. • Apologise to Mr and Mrs X for not properly considering, assessing and planning to meet their needs as Miss Z's carers • Carry out a full carers' assessment of Mr and Mrs X, and develop a carer support plan for them that meets any identified care needs. Review the adequacy of financial support for Mr and Mrs X. Clarify with them how this can be used, ensuring it sets out this advice and agreement in writing. <p>76. Within three months of my final decision the Council has agreed to develop a joint action plan between adult and children's services to explain how it will improve its practice to plan ahead for</p>	06/11/2019			Upheld maladministration & injustice
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				<p>transitions, learning from this complaint.</p> <p>77. This review should also ensure the Council keeps adequate records of when it sends key documents (for example assessments and care plans) to persons concerned. It will provide the action plan to the Ombudsman and to Mr and Mrs X.</p>				
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18019945	Adults	HHASC	<p>Mrs B complains on behalf of Mrs C that the Council did not properly manage a personal assistant it employed for Mrs C or properly conduct financial assessments in relation to Mrs C. The Council was at fault in the way the personal assistant service was managed after it took responsibility for it. Mrs C lost money as a result. The Council should review its procedures to ensure it properly documents and reviews services.</p>	<p>Review its procedures to ensure that where the Council commissions services to replace those that have been privately arranged, it:</p> <ol style="list-style-type: none"> 1. holds a contract or service level agreement that clearly states the services that are being provided; and 2. a review of those commissioned services is carried out as soon as practicable to ensure they are being delivered appropriately and according to the contract or service level agreement. 	08/11/2019			Upheld: Malad & Injustice
19004658	Waste	EAP	<p>The Council missed several recycling waste collections at the complainant's property, which is fault and a minor injustice. However, the Council has taken steps to resolve the problem, and there is no evidence it is endemic or ongoing. The Ombudsman has therefore completed his investigation.</p>		19/11/2019	N/A	N/A	Upheld: Malad & Injustice

18018543	Waste	EAP	Mr X complains about the way the Council dealt with his purchase of a second garden waste bin. The Ombudsman will not investigate this complaint. This is because the Council has confirmed it intends to provide a reasonable remedy.	Case closed	29/04/2019	N/A	N/A	Closed after initial enquiries - No further action
19009117	Planning and Environment	EAP	Miss X complains the Council certified work undertaken by the previous owner of her home as being compliant with building regulations, even though the work was unsafe. She says it is refusing to address the matter and its actions have caused her a lot of stress and anxiety. In addition, she says she has spent a significant amount of money rectifying the work and wants the Council to reimburse her the costs she has incurred. The Ombudsman will not investigate this complaint. This is because we cannot achieve the outcome that Miss X wants if we were to investigate her concerns and find the Council was at fault.	Case closed	14/10/2019	N/A	N/A	Closed after initial enquiries - No further action

19010671	Parking	EAP	The Ombudsman will not investigate this complaint that the complainant was unable to contest 18 penalty charge notices because they were sent to and paid by the lease car company, or the complainant's concerns about the Council's response to his subsequent enquiries. It is unlikely we would find fault in the Council's handling of the enforcement process, and the alleged fault in the Council's subsequent communications has not caused a significant injustice.	Case closed	22/11/2019	N/A	N/A	Closed after initial enquiries - No further action
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