

Ombudsmen cases

Omb Ref Which Omb Directorate Service Area Date of final decision	LGSCO Outcome	Summary of Final Decision	Actions (as list with dates for completion)	Date Actions Complete (as corresponding list)
23006207 LGSCO Corporate Services Council Tax 13/10/2023	Closed after initial enquiries – no further action	Complainant confirmed the matter is resolved and closed at their request.	Not applicable	Not applicable
23007897 LGSCO Place Asset & Property Management 10/11/2023	Closed after initial enquiries – no further action	We will not investigate Mr X's complaint about the Council's failure to fulfil its promise to enter into a tenancy agreement with his business. This is because we cannot achieve any worthwhile outcome for Mr X. The courts are better placed to determine if the Council has breached the terms of any formal or informal contract and to decide any losses or remedy for the impact of its actions.	Not applicable	Not applicable

22015072 LGSCO Adult Social Care & Integration Social Care 15/11/2023	Upheld: fault and injustice	There was fault by the Council which failed to address Mr X's complaint about the Deprivation of Liberty Safeguards for his mother Mrs Y. There was also delay in giving feedback on safeguarding enquiries. This caused avoidable distress, frustration and time and trouble. The Council will apologise, make Mr X a symbolic payment and review its procedures for requests for standard authorisations.	a) Review and amend the policy of not completing DOLS standard authorisations while a person is in hospital b) Apologise and make Mr X a symbolic payment of £250 for the avoidable distress and time and trouble.	15/12/23 15/12/23
23006625 LGSCO Place Parking 05/01/2024	Not upheld: no further action	Ms X complained about the Council's decision to refuse to issue her with a physical parking permit for one of its car parks. Ms X also complained about the Council's parking policy. There was no fault in the Council's decision-making	Not applicable	Not applicable
23007320 LGSCO Place Waste 16/01/2024	Upheld: fault and injustice	Mr X complained the Council had failed to collect his household waste on multiple occasions since December 2022. We found fault because of the failed collections and ineffective monitoring to improve the situation. To remedy the injustice caused, the Council has agreed to apologise, make a payment to Mr X and share guidance with relevant officers.	apologise and pay £150 and share omb guidance on effective complaint handling with relevant officers and manager 13/2/20204	

23 014 467 LGSCO Place Planning Enforcement 30/01/2024	Closed after initial enquiries – out of jurisdiction	We cannot investigate this complaint about the Council's decision not to take enforcement action in relation to a planning condition attached to a development in Mr X's locale. This is because Mr X is complaining as a councillor and not a member of the public, so the complaint falls outside our jurisdiction.	Not applicable	Not applicable
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