

Omb Ref Which Omb Directorate Service Area Date of final decision	Outcome	Summary of Final Decision	Actions (as list with dates for completion)	Date Actions Complete (as corresponding list)
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.	NA	NA

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<p>23 016 368 LGSCO Children &amp; Education Short Breaks 19/02/2024</p>	<p>Premature</p>	<p>We will not pursue the complaint because it has not yet been through your own complaints' procedures. If you consider it would be impossible for the Council to resolve the complaint through its own procedures, please let us know immediately and explain why.</p>	<p>NA</p>	<p>NA</p>
<p>23 014 405 LGSCO Children &amp; Education Children in need of protection 23/02/2024</p>	<p>Closed after initial enquiries – out of jurisdiction</p>	<p>We cannot investigate this complaint about how the Council assessed the complainant's parenting skills. This is because the assessment has been considered in court.</p>	<p>NA</p>	<p>NA</p>

<p>23 001 150 LGSCO Children &amp; Education Children in need of protection 27/02/2024</p>	<p>Upheld: fault and injustice</p>	<p>Miss Y complains the Council wrongly withdrew a proposed package of extended financial support for a Special Guardianship Order (SGO). The complaint was investigated through the statutory complaints procedure but did not conclude with the outcomes Miss Y hoped for. In our view, the investigation was thorough and evidence based but there is some outstanding personal injustice which the Council has agreed to remedy.</p>	<p>By the 26th March * Pay £250 in recognition of the distress caused to Miss Y when the Council raised her expectations because of poor communication; and * Pay a further £150 in recognition of the significant delays during the complaints investigation.</p> <p>By the 16th April * Contact Miss Y to ask whether she would like to complete an updated SGO financial assessment. This may be beneficial in light of recent changes to her household's circumstances; * Remind relevant social workers to manage expectations and to be mindful of how they communicate with carers about financial offers which remain subject to management approval. This could be through a briefing paper, team meeting or part of a training session * Remind those involved in statutory children's complaint investigations, and investigating officers, of the timescales in the statutory guidance. This could be through a briefing paper, team meeting or part of a training session.</p>	<p>All actions completed within timescales</p>
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<p>23017119 LGSCO Place Highway 01/03/2024</p>	<p>Not upheld: no fault</p>	<p>We will not investigate this complaint about the Council’s policy not to allow pedestrians or cyclists to access the main area of a waste recycling centre area. This is because an investigation would be unlikely to find fault with the Council’s actions</p>	<p>NA</p>	<p>NA</p>
<p>23016035 LGSCO Place Planning Enforcement 01/03/2024</p>	<p>Closed after initial enquiries – no further action</p>	<p>We will not investigate Mr X’s complaint about the contents and issue of a warning letter for an alleged breach of planning control. This is because the Council’s actions did not cause Mr X significant injustice warranting an investigation.</p>	<p>NA</p>	<p>NA</p>

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<p>23017432 LGSCO Place Highways Regs 27/03/2024</p>	<p>Closed after initial enquiries – no further action</p>	<p>We will not investigate this complaint about signage because there is not enough evidence of fault to justify investigating</p>	<p>NA</p>	<p>NA</p>
<p>23011530 LGSCO Place Waste 05/03/2024</p>	<p>Upheld: fault and injustice</p>	<p>Miss X complained the Council repeatedly failed to collect her household waste as part of its assisted collection service. Miss X says the Council’s actions have caused her avoidable stress and frustration. We found fault by the Council and the Council has agreed to apologise to Miss X and provide a financial remedy.</p>	<p>To address the injustice to Miss X, the Council has agreed to take the following action within one month of the final decision: * Provide an apology to Miss X. We publish guidance on remedies which sets out our expectations for how organisations should apologise effectively to remedy injustice. The organisation should consider this guidance in making the apology I have recommended in my findings; * Make a symbolic payment of £200 to Miss X in recognition of the stress and frustration caused; * Agree in writing with Miss X, a collection/return point for her waste containers, and to share this information with the waste collection crews.</p> <p>The Council has also agreed to take the following additional action within three months of the final decision: * Review the Council’s process for issuing reminders to the waste crews to identify any improvements in how it carries out its assisted collection service, and * Extend the in-cab prompts regarding Miss X’s</p>	<p>All actions completed within timescales</p>

			collections for three months from the date of the final decision.	
23019133 LGSCO Corporate Services Council tax 11/04/2024	Not upheld: no further action	We will not investigate this complaint about added charges in connection with debt recovery action by agents of the Council. This is because the	NA	NA

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		enforcement fees and charges were entitled to be added as they are the result of the complainant's non-compliance with a court issued liability order for unpaid council tax		
23019379 LGSCO Place Planning 12/04/2024	Not upheld: no further action	We will not investigate this complaint about the Council's decision that a house extension is permitted development. There is not enough evidence of fault to justify investigating.	NA	NA
23019220 LGSCO Adult Social Care & Integration Social Care 18/4/2024	Not upheld: no further action	We will not investigate this complaint about the Council' decision not to allow Mrs X to return to temporary accommodation. This is because an investigation would	NA	NA

		be unlikely to find fault with the Council's actions.		
23009888 LGSCO Place Housing Standards 29/04/2024	Not upheld: no fault	Mrs B says the Council failed to provide her with clear guidance about the disabled facilities grant process, failed to properly consider her needs, failed to take action when the works completed by the contractor are not fit for purpose and wrongly paid the contractor. There is no fault by the Council.	NA	na



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<p>23020075 LGSCO Place Housing Management 08/05/2024</p>	<p>Closed after initial enquiries – out of jurisdiction</p>	<p>We cannot investigate this complaint that the Council will not cut back a tree near Mr X’s home as this complaint relates to the Council’s role as a social housing provider and so is not within our remit.</p>	<p>NA</p>	<p>NA</p>
<p>23021064 LGSCO Place Planning 09/05/2024</p>	<p>Closed after initial enquiries – no further action</p>	<p>We will not investigate this complaint about the Council’s decision to grant planning permission to develop land which the complainant says is a full and free right of way. We cannot determine the status of the land. Nor can we require the Council to withdraw the planning permission. Both of</p>	<p>NA</p>	<p>NA</p>

		which are outcomes the complainant is seeking.		
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