

**Appendix One:**

Table One - Complaints received by the Local Government and Social Care Ombudsman 17<sup>th</sup> July 2017- 30<sup>th</sup> June 2018

No	LGSCO Case no (ID)	Date	Nature of Complaint	Brief Description	Type of Decision	Outcome
1	17002579	25.04.18	Assessment	Mr and Mrs C complained about the lack of home care support Mr C had received from the Council and the lack of support Mrs C had received as his carer. The Ombudsman found there was a delay in carrying out Mr C's needs assessment (twice) and shortcomings in the support provided to his wife. The Council accepted our recommendations that it should provide an apology, a financial remedy for the distress caused and a carer's direct payment for the period January 2016 to June 2017.	Statement	Upheld  <b>Financial Award:</b> £1,560 Carer's Direct Payment  £1,300 Driving instructor course  £2,00 impact of overpayment  £200 (£100 each for delay)
2	17009320	18.04.18	Housing Benefit	In March 2017 the Council failed to properly consider Mr B's circumstances. That caused Mr B frustration, uncertainty and led to him having to go to time and trouble to pursue his complaint. An apology, memo to officers reminding them of the housing benefit regulations and a financial payment is satisfactory remedy for the injustice caused.	Statement	Upheld  <b>Financial Award:</b>  £250 (to be deducted from HB overpayment should tribunal uphold councils decision to recover it)
3	17013909	04.04.18	Allocations	Mr X complains the Council did not award medical rehousing points and did not tell him of	Statement	Upheld

				his right of review. The Council's note of the medical assessment does not show how it considered the medical reports and this is fault. The information about seeking a review included in the decision letter is misleading. To correct the fault the Council will now complete a review.		<b>Financial Award:</b> No Financial Award made
4	17011285	29.05.18	Homelessness	Miss X complains the Council has refused to provide her with assistance with her housing. She says she is homeless as her mother has been evicted from temporary accommodation	Formal Report (Public Interest)	Upheld <b>Financial Award:</b> £400 distress
5	17005701	23.02.18	Council Tax	The evidence does not support the claim that lump sum payments to cover council tax arrears have not been credited to Ms. X's account or the Council agreed to write off part of the arrears if a lump sum payment was made	Statement	Not upheld
6	17005183	21.02.18	Other/possessions	The Council was at fault for allowing Mr D's possessions to be destroyed	Statement	Upheld <b>Financial Award:</b> £300 distress & trouble  £1,200 replacement wardrobe
7	17005375	14.02.18	Housing Benefit & Council Tax	The Council did not explain clearly why it needed more information to assess Ms X's first claim for housing benefit and council tax support. It made factual errors in another letter. Ms X suffered no significant injustice as a result but the Council has acted to improve its letters in future. The Council did not delay	Statement	Upheld <b>Financial Award:</b> No Financial Award made

				unreasonably in assessing Ms X's claims. The Council was not at fault in taking recovery action for unpaid council tax.		
8	16009291	07.02.18	Anti-social behaviour	There were some delays by the Council in the way it responded to concerns about anti-social behaviour and in its initial response to a complaint about its approach to the problems. The Council will apologise to Mr X and take action to prevent future delays in its complaints process	Statement	Upheld  <b>Financial Award:</b> No Financial Award made
9	17000057	06.12.17	Allocations	Ms X complains about the Council's decision not to recommend her family a 5-bedroom property. The Council has carried out a number of reassessments but there is not enough evidence it has considered the emotional welfare of her older child or that a review was carried out correctly by a medical advisor in November 2016. Reconsidering his needs and ensuring that any restriction in communication with the Council is reviewed remedies this complaint.	Statement	Upheld  <b>Financial Award:</b> No Financial Award made
10	16013591	08.11.17	Assessment and Care plan	Mr Y complained on behalf of himself and his partner Mr X about the way the Council dealt with care assessments and support planning. There was some delay by the Council. The main issue was a failure to resolve a conflict with Mr Y about what care package is suitable for Mr X. This means the care has not been put in place. The Council agreed to take urgent steps to resolve the conflict by referral to its legal department if necessary, and apologise for other fault found.	Statement	Upheld
11	17004569	13.10.17	Child Protection	The Council is still investigating some of Mr X's complaints about its Children's and Information	Statement	Not upheld

				Governance Services. I have therefore discontinued the Ombudsman's investigation.		
12	17007993	19.09.17	Homelessness	The Ombudsman will not investigate this complaint about the amount of compensation awarded to the complainant following delays with a homelessness application. This is because the Council has already provided a fair response and remedied the injustice. There is not enough outstanding injustice to require an investigation	Statement	Not upheld
13	16010556	23.08.17	Allocations	Mr D says the Council failed to properly assess his housing need. The Ombudsman has not found evidence of fault by the Council. She has completed the investigation and not upheld the complaint	Statement	Not upheld
14	16010652	15.08.17	Homelessness	There were faults in the way the Council handled Ms X's homelessness application. The Council has agreed to the recommendations made to remedy the injustice this caused Ms X.	Statement	Upheld  <b>Financial award:</b>  £100 lost opportunity £100 time & trouble
15	17003371	24.07.17	School Admissions	There was no fault in the way a School Admission Appeal Panel considered Mr. X and Mrs. Y's appeal for a place at the School.	Statement	Not upheld

Table 2: Table two – ‘closed’ complaints received by the Local Government and Social Care Ombudsman during 17<sup>th</sup> July 2017- 30<sup>th</sup> June 2018

<b>No</b>	<b>LGSCO Case no (ID)</b>	<b>Date</b>	<b>Nature of Complaint</b>	<b>Type of Decision</b>	<b>Outcome</b>
16	17018123	16.03.18	Planning	Statement	Closed after initial enquiries
17	17016910	28.02.18	Council Tax	Statement	Closed after initial enquiries
18	17015438	06.02.18	Housing Benefit & Council Tax	Statement	Closed after initial enquiries
19	17013300	05.02.18	Managing council tenancies	Statement	Closed after initial enquiries
20	17014145	30.01.18	Other/data protection	Statement	Closed after initial enquiries
21	17014196	05.01.18	Highway repair and maintenance	Statement	Closed after initial enquiries
22	17007460	01.12.17	Allocations	Statement	Closed after initial enquiries
23	17 011778	30.11.17	Child protection	Statement	Closed after initial enquiries
24	17010749	13.11.17	Safeguarding	Statement	Closed after initial enquiries
25	17011368	24.10.17	Council house sales and leaseholders	Statement	Closed after initial enquiries
26	17009397	19.10.17	Parking and other penalties	Statement	Closed after initial enquiries
27	16017923	10.10.17	Council house sale and leaseholders	Statement	Closed after initial enquiries
28	17008512	25.09.17	Parking & other penalties	Statement	Closed after initial enquiries
29	17005412	26.08.17	Leisure & culture	Statement	Closed after initial enquiries

30	15003828	23.08.17	Child protection	Statement	Closed after initial enquiries
31	17006292	15.08.17	Planning Applications	Statement	Closed after initial enquiries
32	16016216	03.08.17	Traffic Management	Statement	Closed after initial enquiries
33	17005552	24.07.17	School Admissions	Statement	Closed after initial enquiries

Table Three – table three – complaints received by the Housing Ombudsman during 17<sup>th</sup> July 2017- 30<sup>th</sup> June 2018

No	Housing Ombudsman Case no (ID)	Date	Nature of Complaint	Brief Description	Type of Decision	Outcome
1	201703724	28.02.18	Housing/ roof leak	B made a complaint about how the Council responded to reports of a roof leak, and the amount of compensation they offered. The Ombudsman's found that the Council had not carried out repairs to the roof within a reasonable period.	Statement	Maladministration  <b>Financial award:</b>  £200 failure to carry out works
2	201610632	12.12.17	Housing/noise nuisance	C complained about the council's response to noise nuisance and how it handled C's assessment. The Ombudsman was not satisfied that the council had done enough, based on the available evidence, to satisfy itself that terms of the lease in respect of flooring, has been met by the leaseholder. The Ombudsman found no maladministration by the Council in respect of its handling of the formal complaint. The reason being the council had since awarded proportionate	Statement	Maladministration  <b>Financial award:</b>  £250 Compensation

				compensation to acknowledge the service failure in this regard and the Ombudsman will not make a finding of maladministration where a landlord has offered suitable redress to resolve a complaint.		
3	201603288	05.12.17	Housing/ ASB & a referral	D complained about how the council handled (1) a complaint of Anti-Social behaviour (ASB) by a neighbour, including an allegation of sexual assault; and (2) allegations made by a neighbour, which led to a referral. The Ombudsman found there was Maladministration in how the council handled the complaints of ASB and the referral.	Statement	Maladministration  <b>Financial award:</b>  No Financial Award made
4	201604456	16.08.17	Housing/ repairs	E complained about the council's handling of damp in their property and its refusal to reimburse them for the cost of instructing their own contractors to carry out repairs. The Ombudsman found maladministration in so far as the Council and its contractor cancelled a repair which it was obliged to carry out and did not notify E; the council did not acknowledge its management contractor's poor handling of D's enquiries about repairs to their property.	Statement	Maladministration  <b>Financial award:</b>  £1,558.33 (£83.33per month for 13 months' delay, £175 time & trouble, £300 contribution to decoration)