

LGO Payments 2020/21

Payment for Local Government and Social Care Ombudsman	Summary of Complaint:	Agreed Actions/Lessons learnt:	Service Area:
£180.00	Children's Trust handling of SGO	apologise to Mrs X for the delays; pay her £180 as an acknowledgement of the six-month delay in proceeding to stage 2 of the statutory procedures and the frustration and time and trouble this has caused her; and start stage 2 of the statutory procedures. If there are further delays, the Council should consider at either stage 2 or stage 3 of the statutory procedures whether a suitable financial payment is appropriate to remedy the injustice caused by these delays.	Children's Trust

£200.00	Handling of benefit claim	<p>a) Reconsider Miss X's DHP application, effective from the date of its original decision. It will: establish Miss X's actual income and expenditure at that date, seeking more evidence if necessary;</p> <p>ii. consider the DHP budget available when it made its original decision; and backdate any award it makes to the same date it would have done</p> <p>Makes a backdated award because of its reconsideration, pay Miss X £200 to recognise the distress caused to her by the financial uncertainty her family has experienced, due to delays in properly assessing her claim.</p> <p>c) Apologise to Miss X for the faults identified, including an explanation of steps taken to improve its services and prevent this happening in future.</p> <p>20. Within three months of my final decision the Council will:</p> <p>a) Remind staff considering DHP applications that:</p> <p>i. Universal Credit is calculated and paid in arrears;</p> <p>ii. they should properly consider information provided by applicants, or discrepancies in applications; and</p> <p>iii. they should consider asking for alternative evidence to resolve any such discrepancies.</p> <p>b) Review its DHP application form and decide if amendments are necessary</p>	Benefits
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		to properly capture recent changes of circumstances which might affect the evidence required from applicants	
£300.00	Benefits complaint delay in reduction of council tax	To recognise the additional stress caused as a result of the delay and confusion in the way the council responded to the complaint, and to recognise the fault in the way the Council dealt with the SMI claim led to a delay in making the appropriate discount, the Council agreed to apologise and pay Mr and Mrs X £300	Benefits

£450.00	Council tax over charges	<p>34. To provide a proportionate, appropriate and reasonable outcome for Mr X's Council agreed, within 30 working days of this statement, to:</p> <ul style="list-style-type: none"> • send Mr X a written apology for the avoidable distress, time and trouble caused by its handling of his council tax account; • pay Mr X £300 in recognition of the avoidable distress caused by its handling of his council tax account; • pay Mr X £150 in recognition of the avoidable time and trouble arising from its handling of his council tax account; and • refund Mr X the £32.42 credited to his council tax account. <p>35. The Council also agreed, within 30 working days of this statement, to send the Ombudsman evidence of the service improvement it made in telling officers about:</p> <ul style="list-style-type: none"> • placing a minimum 28 day hold on recovery action on council tax accounts on receiving an appeal; and • a senior officer reviewing such cases before removing such a hold on recovery action. 	Council Tax
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£600.00	Complaint about coroner's office and handling of autopsy	<ul style="list-style-type: none"> • Pay Mr X £500 to recognise the distress caused to him and his family by the fault. • Reimburse Mr X for the travel costs incurred to scatter the ashes for a second time. Ordinarily we would ask complainants to provide evidence of costs incurred. However, given the time that has since passed and the sensitivity of the circumstances, we do not consider it appropriate to ask Mr X to do so now. Mr X has estimated the travel expenses for him and his mother to be around £100. We are satisfied this is a reasonable amount in the circumstances. 	Bereavment Services
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£300.00	SEN Transport provided by Education	<ul style="list-style-type: none"> • write to Miss X and apologise for the injustice caused to her by the faults identified above; • reimburse Miss X the costs incurred taking Y to and from school between September 2019 and July 2022, calculated as outlined in paragraph 46; • pay Miss X £300 to recognise the distress and uncertainty caused to her by the Council's failure to properly consider her request for travel assistance and to inform her of its considerations; and • contact Miss X and arrange suitable travel arrangements for Y, in line with the legislation and its own policy, in preparation for Y's return to school in September 2022. <p>49. Within three months the Council will:</p> <ul style="list-style-type: none"> • remind relevant staff of the government guidance in considering and responding to school travel assistance requests and appeals including providing the factors the Council considered and how it made its decision; • provide training to relevant staff on SEN travel eligibility in relation to qualifying schools named on EHC plans; and 	Education
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		<ul style="list-style-type: none">• review all SEN transport requests it has declined since September 2021 and identify if the same fault affects others. The Council will take appropriate steps to remedy any identified injustice caused by the same fault. <p>50. The Council will provide us with evidence it has completed the recommendations.</p>	
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£500.00	Adult Social care-surrounding his wife's care funding	The Council should pay Mr X £500 towards his avoidable stress and worry within one month of the date of the decision on this complaint. The Council should waive the financial contribution towards care charges from 8 October until 10 December 2020. (The Council completed this part of the remedy before the complaint was investigated by the Ombudsman.)	Adult Social Care
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Housing Ombudsman Payments

Payment for Housing Ombudsman	Summary of Complaint:	Agreed Actions/Lessons learnt:	Service Area:
£250.00	Handling of repairs & noise from floorboards in flat above.	a. Arrange for a technical expert/surveyor to inspect the upstairs' flat :to check if the laminate flooring has been removed and replaced with carpet ii. to assess if any repairs are needed to the floorboards or if any further steps can be taken to improve the noise transference issue. b. Write to the resident advising her of the findings of its inspection. c. Pay the resident £250 in compensation for not taking sufficient steps to improve the noise transference issue including	Repairs/Housing

		carrying out a technical inspection or survey of the upstairs flat floorboards. d. Comply with the above orders within four weeks	
£250.00	Surrounding Housing banding of application	<ul style="list-style-type: none"> • pays Miss B £250; and • ensures that when key decisions are made to take action outside of Council policy, a clear record is made of the decision and the reasons for it, so all staff are aware of it. 	Housing
£50.00	Complaint regarding handling of the residents reports concerning spillage issues in the bin chute area.	No recommendations just goodwill gesture how complaint was dealt with	Housing
£50. 00	Complaint regarding the landlord's response to report of antisocial behaviour and handling of request for fencing.	The landlord to contact the resident within four weeks of the date of this determination to clarify its position regarding her ongoing concerns about noise from 3 her neighbour, and its position on what action it may take following the outcome of the environmental health team's investigation. Pay £50.00 for distress/inconvenience	Housing

£150.00	Complaint surrounding Leasehold service charges	<p>a. Pay the resident £150 compensation for the distress and inconvenience caused by its handling of the resident's queries about the service charge</p> <p>b. Provide the resident with the service schedule/specification for each service they are charged for. It should also confirm which service area is responsible for managing fly-tipping/dumping of rubbish in communal areas and the expected timeframe for the removal of such rubbish.</p> <p>It is recommended that the landlord does the following within the next four weeks: c. Provides an update to the resident on the parking issue including the actions it will be taking to address this matter and the associated timescales. d. Reviews its record keeping practices to ensure that it properly records all communication with its residents.</p>	Home Ownership
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£92.87	Repair boiler issue	<p>The Ombudsman orders that the following actions are taken within four weeks: The landlord is to pay the resident £25 in recognition of the inconvenience caused by its poor complaint handling and record keeping in addition to paying one weeks rent.</p> <p>redress was found on this basis. It is recommended that the landlord considers carrying out staff training for complaint handlers to ensure that processes are followed and residents are adequately updated where there is likely to be a delay. It is recommended that the landlord conducts a review of its record keeping processes, ensuring that there is a clear audit trail for complaints, which provides details of specifically when contact was made, what was said and what the agreed next steps and expectations were.</p>	Repairs
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