

| 2019/20 Payment for Local Government and Social Care Ombudsman | Summary of Complaint: | Agreed Actions/Lessons learnt: |
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| £50.00 | Complaint regarding an employee shouting to a member of the public whilst working on the highways. Ombudsman wants to know which stage this complaint is at | No lessons learnt recorded. |
| £2500.00 | Complaint was around house being extended to be adapted for daughter's disability needs. | <ul style="list-style-type: none"> • Apologise to Ms C and Ms D for the faults and delays identified above. • Pay £1,250 each to Ms D and her daughter for the impact this had on them, which includes distress. • Remind its HIA staff, and OTs involved in DFGs, of the importance of giving a copy of the Council's DFG information sheet to all DFG clients. • Remind its HIA staff, and OTs involved in DFGs, of the importance of ensuring that records of visits to clients provide sufficient detail about what was explained, discussed and agreed. • Share the lessons learned with its HIA staff, and OTs involved in DFGs. |
| £451.50 | Council tax - non-acknowledgement of email, non-receipt of council tax notices, reminders or summons. Resident unaware of what was | The Council has agreed to apologise to Mr X for the failings in the administration of his council tax account. |

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| | <p>happening until Bailiffs attended. Accuses C/Tax of mis management when he had kept them up to date</p> | <p>The Council has also agreed to reimburse Mr X £451.50 in respect of the court and enforcement agent costs he would not have had to pay, but for the Council's fault. The Council should carry out this action within one month of the final decision on this complaint.</p> |
| <p>£100</p> | <p>Dispute around the amount of council tax owed for the period covering 2016, 2017 & 2018 as resident maintains the property was formerly let, therefore making tenants liable for tax, then sold during 2018. Local Government and Social Care Ombudsman requesting copies of response & whether an appeal has been made.</p> | <p>The Council has agreed the following actions:</p> <ul style="list-style-type: none"> a) to apologise to the resident for its failure to notify him of his right of appeal or respond to his complaint and pay him £100 to acknowledge his time and trouble within one month of my final decision; b) write to the resident within one month of the Local Government and Social Care Ombudsman decision to confirm the evidence it requires in relation to his 2016 – 2017 liability about the property being tenanted and his 2018 liability about the sale of his property; c) consider the residents evidence and reach a decision on his liability for these periods with any appropriate amendment to his account(s) within one month of receipt; d) ensure any new decision provided to the resident contains a right of appeal to the Valuation Tribunal Service; e) review its procedures within three months of the Local Government and Social Care Ombudsman decision to ensure all relevant correspondence contains a notification of the right of appeal to the Valuation Tribunal Service; and f) review its procedures within three months of the Local Government and Social Care Ombudsman decision to ensure all complaints receive a response in accordance with the Council's complaints procedure. |

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| £250 | Complaint concerning safeguarding of Children. | Published in press. 07/02/20 letter went to ombudsman to advise the actions that had been completed. |
| £250 | Bathroom renovation. Logged as a new Ombudsman enquiry (previous ref 180068890). | <p>Within one month of the final Local Government and Social Care Ombudsman decision, the Council will:</p> <ul style="list-style-type: none"> • Apologise to resident for the faults identified. • Pay resident £250 for the injustice caused by the Council's delay. <p>Within two months of the final decision, the Council will:</p> <ul style="list-style-type: none"> • Reimburse resident for the work identified in paragraph 21. <p>Within a month of the final decision, resident should provide the Council with an itemised invoice to calculate the money to be reimbursed for the work identified in paragraph 21. If resident cannot provide an itemised invoice, the Council should get three quotes for the work identified in paragraph 21 and reimburse resident an average of these quotes.</p> <p>Final decision</p> <ul style="list-style-type: none"> • Review its DFG policy to ensure: <ol style="list-style-type: none"> 1. robust quality monitoring is carried out; 2. work is not signed off as complete when there are outstanding issues; and 3. it sets out the circumstances in which the Council might withhold payment of a grant to a contractor. |

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| £700 | Complaint is about raising concerns about the care home and the delay in responding to these concerns | <p>Within four weeks from the date of Local Government and Social Care Ombudsman final decision:</p> <p>a) Apologise in writing to Mrs X.</p> <p>b) Pay Mrs X £400 for the delay (this is £200 more than the Council's proposal to reflect the additional delay) and £300 for the loss of opportunity and uncertainty around the support planning process and outcomes.</p> <p>c) Reflect on the issues raised in this decision statement and identify any areas of service improvement. The Council should prepare a short report setting out what it intends to do to ensure similar problems do not reoccur. This report should be sent to the Ombudsman.</p> |
| £100 | Local Government and Social Care Ombudsman emailed requesting outcome of meeting following stage 2 complaint | <p>Within one month of the final decision the Council will apologise to resident and pay £100 which can be off-set against the resident's council tax liabilities. It should also write to the resident setting out the current position on all the historic council tax debts. If resident wants to make an arrangement to pay the Council should consider that before recommencing recovery action.</p> |
| £200 | Complaint is in regard to council tax charges | <p>Agreed action</p> <p>In recognition of the failure to act on the information received in June 2019 and the failure to respond to residents complaint, Local Government and Social Care Ombudsman asked the Council, within one month of final decision, to:</p> <ul style="list-style-type: none"> • determine residents application for discretionary relief; and • pay resident £200, which can be offset against any outstanding council tax arrears. |

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| £500 | Complaint is regarding a care home, complainant feels the care home has not addressed all aspects of complaint | Agreed action: The Council will, within a month of the final decision, apologise to Mrs B and pay her £500. |
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Housing Ombudsman Payments

| | Summary of Complaint: | Agreed Actions/Lessons learnt: | Service Area: |
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| £100 | ASB - Premature Ombudsman. 01/10/2019 emailed Council Officer as there was an open complaint on the system | Case Closed - £100 compensation paid | Neighbourhoods/ASB |
| £100 | Complaint regarding ASB allegations made against customer | <p>Determination</p> <p>In accordance with paragraph 42 of the Scheme there was no maladministration by the landlord in its handling of the resident's concerns about:</p> <ul style="list-style-type: none"> • ASB by her neighbours since 10 August 2018, including littering and the intentional obstruction of her driveway; • discrimination in relation to events after 10 August 2018; • drainage works at the property <p>In accordance with paragraph 42 of the Scheme there was service failure by the landlord in its handling of the resident's concerns about repairs to the rear door of the property.</p> | Neighbourhoods/ASB |

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| | | <p>Orders</p> <p>The Ombudsman orders the landlord to by 5 May 2020:</p> <ul style="list-style-type: none"> • pay the resident £100 compensation for its poor communication with the resident in relation to the rear door replacement; • if not already done, write to the resident (copied to Local Government and Social Care Ombudsman) providing an update on when the replacement door will be installed. | |
| £350 | Complaint is regarding the rent and repairs to property | <p>Recommendations</p> <p>The Ombudsman recommends that the landlord should:</p> <p>20/05/2020 - recommendations</p> <ol style="list-style-type: none"> 1. Reoffer to the resident the £350 compensation offered during the complaints process, if it has not done so already, as this recognised genuine elements of service failure and the sufficient redress finding is made on that basis; 2. Review its procedures to ensure that if a property has been offered to someone, and then changes are made to the details held on its system about that property, it should notify the potential resident of the change/s. | Neighbourhoods/Housing Management |

