

LGO Payments 2020/21

Payment for Local Government and Social Care Ombudsman	Summary of Complaint:	Agreed Actions/Lessons learnt:	Service Area:
£250	Complaint regarding the mismanagement of council tax	Within four weeks of my final decision, the Council should pay Ms X £250. This is to refund the £150 bailiff fees she paid plus £100 to recognise she was put to the additional time and trouble of pursuing her complaint further because the information provided to the Ombudsman was not accurate.	Council Tax
£6150	Complaint regarding delays in to a review from school for EHCP(Education Health & Care Plan)	<p>To address the injustice arising from the fault identified, the Council has agreed to take the following action:</p> <p>Within three months of the final decision, the Council has agreed to provide evidence to the Ombudsman of the actions it has taken regarding the review of its processes and the provision of training within the SEN team.</p> <p>Within three months of the final decision, the Council has agreed to provide the Ombudsman with the audit results of cases who may have been similarly</p>	Education

		<p>affected, with evidence of what has been done to address any failings.</p> <p>Within one month of the final decision, the Council has agreed to make a payment of £5,950 to Y for the loss of alternative education. This is for the 17-month period previously referred to and is calculated at £350 per month.</p> <p>This payment should be used for the benefit of Y's education.</p> <p>Within one month of the final decision, the Council has agreed to make a further payment of £200 to Miss X for the distress caused to her, and for the loss of opportunity to appeal earlier to the Tribunal.</p>	
£100	This is regarding delays in dealing with complaint about a dangerous tree	<p>I recommend that, within a month of this decision, the Council:</p> <ul style="list-style-type: none"> • Apologise to Mrs Y for the delays and lack of communication • Pay Mrs Y £100 to recognise the distress caused • Update Mrs Y about any actions it has taken, how it will manage the case going forward and the timeframes involved <p>I also recommend that, within three months of this decision, the Council:</p>	Grounds Maintenance

		<ul style="list-style-type: none"> • Update its Urban Tree Policy to include a clear outline of how it will manage reports of dangerous trees, the procedure and timeframes involved • Update its procedures to ensure it keeps records of any actions and decisions, including inspections 	
£250	Complaint concerns standard of father's care while he lived in a care home, the issues that arose about father's funeral plan and burial plot and the Council's failure to deal with complaints about these matters.	<p>Agreed action</p> <p>The Council will apologise to Ms B for the faults found and pay her £250. It should do so within a month of the final decision.</p>	Adult Social Care
£150	Complaint is regarding the refusal of Covid 19 discretionary business grant.	<p>The Council will, within one month of the date of the final decision,</p> <ul style="list-style-type: none"> • apologise to Mr X and pay him £150 to reflect the time and trouble and disappointment caused as a result of the lack of clarity in the published information about its discretionary scheme. <p>The Council will, within three months of the date of the final decision:</p>	Business Rates

		<ul style="list-style-type: none"> • Consider what, if any, injustice was caused to the other 10 businesses whose grants were paid in error, which it is now recovering; • Take appropriate action to remedy any injustice in line with our guidance on remedies; and • Signpost them to the Ombudsman if they are unhappy with any remedy offered. <p>If the Council receives complaints from other businesses whose applications were rejected on the same basis as it refused Mr X's application, it should consider remedying any injustice they have suffered in line with our guidance on remedies and signpost them to the Ombudsman if they remain unhappy.</p>	
£150	Complaint is regarding the Housing Benefit	<p>To remedy the injustice caused to Ms Y the Council has agreed, within one month of the date of my final decision, to:</p> <ul style="list-style-type: none"> • Send a written apology to Ms Y for its failure to progress her appeals to the Tribunals service. It will also pay her £150 in recognition of her lost opportunity, distress and time and trouble in pursuing the matter. 	Benefits

		<ul style="list-style-type: none"> • Remind officers to carefully consider correspondence from housing benefit and CTR applicants and clarify where necessary if they are submitting an out of time reconsideration request or appeal. 	
£300	<p>Ms Y complained the Council failed to set up her sister's Council Tax account for the correct time periods and failed to apply the relevant exemptions.</p> <p>Ms Y also complained the Council passed the Council Tax arrears to a debt collection agency despite the charges being incorrect.</p>	<p>Within one month of the Ombudsman's final decision the Council will:</p> <ul style="list-style-type: none"> • Provide Ms X, Ms Y and Ms Z with an apology and pay Ms X £300 for the frustration, inconvenience and distress caused. This relates to the Council's delays in setting up Ms X's Council Tax account for the correct dates and with the correct exemptions and the associated recovery activity. <p>Within three months of the Ombudsman's final decision the Council will:</p> <ul style="list-style-type: none"> • Provide a guidance document and training to staff about "reasonable steps" they should take to ascertain whether any discounts or exemptions should apply to a taxpayer's Council Tax accounts. 	Council Tax
£250	Complaint is regarding a child protection case	<ul style="list-style-type: none"> • Issue a further apology to Mr B. 	Children's Trust

		<ul style="list-style-type: none"> • Pay him £250 which is a symbolic payment to reflect the upset, distress and frustration caused. • Provide me with evidence to show the lessons it has learnt about completing accurate and evidence-based assessments. • Sent written reminders to its social workers to ensure they send relevant reports to all participants well in advance of any meetings. 	
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Housing Ombudsman Payments

Payment for Housing Ombudsman	Summary of Complaint:	Agreed Actions/Lessons learnt:	Service Area:
£200	Complaint is regarding gravel boards.	The landlord should pay the resident £50 compensation for the cancelled repair appointment on 17 June 2019 and the inconvenience and raised expectations she would have experienced as a result. The landlord should pay the resident £150 compensation for the delay in undertaking the	Neighbourhoods/Repairs

		works to install the gravel board and the inconvenience she would have experienced as a result.	
£250	Complaint is regarding ongoing ASB issues.	<p>Determination (decision)</p> <p>In accordance with paragraph 54 of the Housing Ombudsman Scheme, there was service failure by the landlord in respect of:</p> <ul style="list-style-type: none"> Its response to the resident's reports of ASB. Its complaint handling. <p>Reasons</p> <p>The landlord response to the reports of ASB was appropriate and in line with its policy obligations. However, there were failures in relation to its communication with the resident when investigating this matter. The landlord's complaint handling was not appropriate as it did not adhere to the timescales set out in its complaint procedures.</p> <p>Orders and recommendations</p> <p>Orders</p>	Neighbourhoods/ASB

		<p>The landlord shall, within four weeks of the date of this report, take the following action:</p> <ul style="list-style-type: none">a. Pay the resident compensation of £150 for the inconvenience and distress caused by the failings identified in this report relating to its communication with him relating to ASB.b. Pay the resident £100 in respect of the inconvenience caused to him by its complaint handling failings. <p>Recommendations</p> <p>It is recommended that the landlord take the following action:</p> <p>Conduct a review of this case and highlight any learning outcomes that would assist it in future cases of this nature.</p> <p>Review its process of submitting noise recordings, providing a clear procedure on how these will be assessed and include timescales to provide a response.</p> <p>Review its complaint handling procedures and carry out any necessary staff training to ensure</p>	
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		that complaints are responded to within appropriate timescales.	
£250	The complaint concerns the landlord's responses to the resident's enquiries about the refurbishment of his building.	the landlord is ordered to pay to the resident £250. This payment should be made within four weeks of the date of this report. The landlord should update this Service when payment has been made.	Neighbourhoods/Repairs
£160	Complaint is regarding handling of repairs	<p>In accordance with paragraph 54 of the Housing Ombudsman Scheme there was service failure in respect of:</p> <ol style="list-style-type: none"> a. The landlord's handling of repairs to the gutter, roofline and tiles at the property. b. Delays with erecting and removal of the scaffolding. <p>2. In accordance with paragraph 54 of the Housing Ombudsman Scheme there was no maladministration in respect of:</p> <ol style="list-style-type: none"> a. The landlord's handling of asbestos. b. Damage to the windowsills. c. Concerns about the conduct of contractors and not wearing identification. d. The landlord's complaints handling 	Neighbourhoods/Repairs

		<p>Orders</p> <p>3. The Ombudsman orders the landlord to pay the resident compensation:</p> <ul style="list-style-type: none"> a. £60 in respect to the delayed approach in addressing repairs to the gutter, roofline and tiles at the property. b. £100 in respect of the distress and inconvenience experienced by the delay in erecting the scaffolding. <p>4. The landlord is to make this payment to the resident within four weeks and to update this service when payment has made.</p>	
£250	Complaint is regarding ongoing ASB issues	<p>The landlord is ordered to do the following within the next 4 weeks</p> <ul style="list-style-type: none"> a. Pay the resident £250 for the distress and inconvenience caused by its handling of the antisocial behaviour case. b. If not done so already, contact the resident and agree an action plan in writing setting out the next steps, the method and frequency of contact with the resident, and any further support that can be 	Neighbourhoods/ASB

		offered to the resident while the antisocial behaviour case is ongoing.	
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