

Appendix 4 – 2022/23 Local Government and Social Care Ombudsman (LGSCO) and/or the Housing Ombudsman (HO) Final Decisions

Area	Issue Nature	Ombudsman Type – E.G Housing Ombudsman (HO) or Local Government and Social Care Ombudsman (LGSCO) and their findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO or HO timeframes
Environmental Enforcement	Complaint of staff conduct, in relation to the issuing of a Fixed Penalty Notice (FPN)	LGSCO Ombudsman Discretion Closed after initial enquiries - no further action	Not applicable (N/A)	Officer was provided information from another file leading to incorrect information being presented. Training arranged to ensure this mistake would not be repeated	Yes
Adult Social Care	Complaint regarding the handing of discharge from hospital by the council and the NHS Trust	LGSCO - Ombudsman Discretion Closed after initial enquiries - no further action	N/A	N/A	Yes

Housing Tenancy Management	Complaint regarding the council's contractor not delivering all items of possession after eviction	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes
Allocations	Complaint regarding the council failing to place an individual onto the transfer register and wrongly refusing a request for a management move	LGSCO Upheld: maladministration and injustice	N/A	When individuals are unable to afford the cost of providing ID, the Service must consider this prior to making a final decision	Yes
Adult Social Care	Complaint regarding how the council dealt with matters relating to social care between 2013 and 2018	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes
Anti-Social Behaviour	Resident complains about the way the council has dealt with their reports of anti-social behaviour (ASB) by his neighbour	LGSCO Not upheld: no maladministration	N/A	N/A	Yes
Homelessness	Complaint regarding the way the council handled a housing application. Complainant stated they lived in unsuitable accommodation and the council did not consider a request for medical priority	LGSCO Upheld: maladministration and injustice	£150	Allocations Team training to remind staff that an applicant can still be considered for medical priority banding, even if they are also owed a homeless prevention duty by the council	Yes

Allocations	Complaint that the council has refused to accept their housing application because of rent arrears from 2015. Complainant stated they need to move from the area due to the impact on husband's health	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Allocations	Resident complained about the level of priority the council awarded on its housing register. The complainant is of the view that they should have a higher medical priority, due to their son's medical needs	LGSCO Upheld: maladministration , no injustice.	N/A	Training put in place to avoid a recurrence, as the decision to award higher priority can be made by the council based on the information Housing receive from applicants and the opinion of the Medical Allocations Officer	Yes
Homeless	Applicant complained about the council's assessment of their housing application	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Waste	Complaint relates to repeated missed collections, despite being on Assisted Collections list	LGSCO Upheld: maladministration and injustice	£500	To ensure that the Crew are made aware of the Assisted Collection and ensure that the collection takes place	Yes
Homeless	Delays in accepting a family as part of its main housing duty and delays in completing a medical assessment	LGSCO Upheld: maladministration and injustice	£500	A guidance note has been produced for the Team detailing the timescales outlined by the Statutory Guidance for completing enquiries and what the council would expect an Officer to consider as part of completing	Yes

				reasonable enquiries	
Waste	Resident complained the council repeatedly failed to collect their Assisted Collections despite previous finding of fault by the LGSCO	LGSCO Upheld: maladministration and injustice	£650	Collections monitored for 6 months, ensuring bins are collected, emptied and returned in line with the Assisted Collections Policy. Written evidence provided to LGSCO each month	Yes
Allocations	Resident complained about the council's handling of their housing application for medical priority, causing distress and leaving the family in unsuitable accommodation for longer than necessary	LGSCO Upheld: Fault and Injustice.	£1,600	The service acknowledged the error that the effective date should have been identified much sooner and this has been addressed internally with team	Yes
ASB	Resident complains that the council should put more street lighting near their property and should also clear vegetation from an access road, as this acts as a shield for criminal activity	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Allocations	Concerns raised that the council offered a property and then withdrew the offer. The resident requested that the council should make an alternative offer or increase their priority on the housing register	LGSCO Upheld: no further action, organisation already remedied	N/A	A new process has been implemented to identify parlour type properties on the council system. A daily report will be run to identify parlour type properties to prevent similar occurrences in future	Yes
MASH	Resident claims the council failed to respond properly to a safeguarding referral and did not report the matter to the	LGSCO	N/A	N/A	Yes

	police, which has made it impossible to bring criminal proceedings	Closed after initial enquiries - out of jurisdiction			
Planning	Resident complains the council has failed to deal with noise from a local business and has failed to ensure the business complies with its planning approval in relation to a noise assessment and its hours of operation	LGSCO Not upheld: No Fault.	N/A	N/A	Yes
Planning Enforcement	Resident complains that neighbours have installed a pull up bar, that allows them to see into their garden	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Allocations	Resident complains the council removed them from its direct offers list, causing them to lose the chance to be considered for properties before they are advertised	LGSCO Upheld: Fault, No Injustice	N/A	The Service will ensure when an Appeal is received, that all matters will be considered and addressed	Yes
Homelessness	Resident complains that the council has not made reasonable adjustments in relation to the homeless process. They also complain the council have not found them housing and they have been street homeless for four years.	LGSCO Upheld: Fault and Injustice	£500	Consideration should have been given to the fact that the resident approached the council as a Domestic Abuse victim, which would have resulted in an automatic priority being awarded The service linked in with Shelter to provide staff with additional training	Yes

Family Support Team 2	Resident complains about how the council assessed the care needs of an unborn child. Resident also complains that their views were not included in the assessment which also contained inaccuracies.	LGSCO Outside Jurisdiction	N/A	N/A	Yes
Sundry Debt	Resident complains that in May 2020 the council wrongly gave them a council tax reduction they had not applied for, then in December 2021 removed the reduction and demanded they pay back over £2,000	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes
Home to school transport	The complainant represents a transport operator which provides Home to School Transport for the council. They are unhappy with how the council dealt with an allegation the service had operated without a passenger assistant	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Allocations	Resident complains about the council's decision to decline their application to join the housing register	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Allocations	Resident complains the council refused their application to the housing register. This means the family cannot get social housing and they remain in	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes

	accommodation that is too expensive				
Council Tax	Resident complained about the council's decision to begin court proceedings while they were repaying a council tax debt	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes
Temp. Accommodation	Residents complained the council provided short notice to move to new temporary accommodation and its communication was poor. They also complained the council unreasonably threatened to evict them and insisted they had to rehome their pets without properly considering their medical evidence	LGSCO Upheld: Fault and Injustice.	£200	Written reminders to housing staff to ensure they properly notify homeless applicants of their rights when they are offered temporary accommodation Written reminders to housing staff to ensure they do not apply blanket policies and fully review medical evidence that applicants provide, in respect of why support animals are necessary	Yes
Env. Protection	Resident complained of noise taking place at his next-door neighbour's home and that the council failed to take action	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Housing Repairs	Complaint regarding the council's response to reports of a roof leak and reports of a drainage issue in the kitchen.	Housing Ombudsman Maladministration re- reports of roof leak	£450	Quality checks completed on responses to ensure all matters raised have been fully addressed	Yes
Caretaking	Complaint regarding the landlord's response to the resident's reports about its communal service provision	Housing Ombudsman No maladministration	N/A	N/A	Yes

Housing Repairs	Complaint regarding the council's response to reports of a damaged front door	Housing Ombudsman Service failure	£150	Reminder to staff of the importance of providing appeal rights on all complaint responses	Yes
Housing Repairs	Complaint regarding the landlord's response to reports of an insecure front door	Housing Ombudsman Service failure	£100	Contractors reminded of repairs policy and timescale, especially repairs categorised as emergency repairs.	Yes
Housing Repairs	Complaint regarding information provided to the resident concerning a rechargeable repair	Housing Ombudsman No maladministration	N/A	Council to review its recharges policy for repairs, to make it clearer under which circumstances it may not be able to provide a quote prior to undertaking a rechargeable repair.	Yes
Housing Repairs	Complaint regarding the council's handling of reports of damp & mould within the property	Housing Ombudsman No maladministration	N/A	N/A	Yes
Tenancy Management	Resident is dissatisfied with communication with Housing Staff and disputes findings of complaint investigation stating that attempts at contact had been made but were unsuccessful	Housing Ombudsman Outside Jurisdiction	N/A	N/A	Yes
Housing Repairs	Complaint regarding reports of damp & mould within the property	Housing Ombudsman No maladministration	N/A	N/A	Yes