

Complaint Reference	Details of complaint	Findings and Remedy
16/008/551 Corp Property	The complaint relates to a compensation claim from the landowner following works carried out by a third party contractor on behalf of the Council.	<p>The Ombudsman found fault. The Council agreed to complete the remediation works on Mr X's land by the end of September 2017, provided the weather allowed and there was agreement from Mr X and the Environment Agency. The Council also agreed that it would consider Mr X's compensation claim from June 2017, cross referencing it with its records so it could begin negotiations with him as soon as possible after completing the works.</p> <p>The Council agreed that it would present its final position to Mr X on his compensation claim by 1 December 2017.</p>
17/001/810 Adult Care	The Council failed to take appropriate action when the complainant fell into arrears with paying her mother's contributions towards the cost of her care. In particular, it did not tell her about the debt until she owed around £6000.	<p>To remedy Ms X's injustice, the Council agreed to write off half of the arrears.</p> <p>The Council also agreed to consider whether it could legally pursue the other half of the arrears, considering the time period for collecting debt as set out under Section 56 of the National Assistance Act 1948.</p> <p>The Council also agreed to ensure that it had proper debt recovery procedures in place.</p>

16/016/273 Adult Care	The complainant alleged that the Council had failed to deal properly with the assessment of the complainants needs by proposing a reduction to her personal budget from £840 to £318 a week, and only later agreeing a personal budget of £628 a week.	The Ombudsman found fault. The Council agreed to apologise and also to consider what action to take to prevent similar failings from happening again.
16/007/410 Adult Care	Mr X complained on behalf of his mother that the Council had wrongly sought to charge a third party top-up for his mother's care at the care home because of its delay in assessing his mother's needs.	The Council agreed to waive the third party top-up fees for Mrs X's care and no longer seek to make such charges whilst she remained in her current care home. It also agreed to apologise to Mrs X's family for the unnecessary anxiety caused by its pursuit of the third party top-up fees.
16/018/722 Adult Care	This complaint related to staff at a care home failing to tell Mrs X's family of falls she had in the weeks before her death.	<p>The Council had already told the Ombudsman it was wrong to refer the complainant to the care home concerned when she complained. The Council also offered to apologise to the complainant and, although it was not part of complaint, the Ombudsman welcomed this.</p> <p>The Council apologised to the complainant for the failure of the care home to tell the family of Mrs X's falls until after her death. The Ombudsman accepted that this failure to inform was the only fault and it was unlikely to have affected the course of events.</p> <p>The Council also agreed to take steps to satisfy itself that the care home concerned was aware that it should inform residents' families of all falls that occur to residents in its care.</p>

<p>16/019/382 Childrens Services</p>	<p>The complainant, Mrs B alleged the Council refused to pay school transport costs for Ms B's daughter and further that the Council did not deal with her complaint properly.</p>	<p>The Ombudsman found that there was fault because the Council had not kept proper records of the decision making by the panel of officers who considered Ms B's request for assistance with transport costs to school for her daughter. This did not affect the decision made, however there was fault in how the Council handled the complaint and the Council apologised for this.</p>
<p>16/005/162 Childrens Services</p>	<p>The complainant, Mrs P, alleged that the Council unreasonably and unfairly questioned the quality of the elective home education that the complainant was offering her daughter.</p>	<p>The Council agreed to apologise to Mrs P for failing to provide detail as to why there were concerns about the education she was offering to Q even when the content of that education was judged 'at least satisfactory'.</p> <p>The Council agreed to consider whether to provide more information to the consultants involved. The purpose of providing additional information would be to enable them to make a more informed decision as to whether education provided was 'satisfactory' or not.</p> <p>The Council agreed to make a payment of £200 to remedy Mrs P's time and trouble caused by its delayed response to her complaint.</p>
<p>16/011/611 Children's Services</p>	<p>The complainant, Mr X, complained that the Council failed to treat an allegation of a threat to a child by an adult in a position of responsibility as a potential safeguarding matter and it also involved an officer in a school transport appeal who had had previous involvement with the case.</p>	<p>The Ombudsman found fault. The Council agreed to apologise to Mr X for failing to treat the incident he reported as a potential safeguarding matter; and arranged a fresh school transport appeal.</p>

		<p>To prevent a recurrence of the fault, the Council agreed that it would ensure school transport appeals were not heard by anyone previously involved, including those whose signature appeared on refusal letters.</p> <p>The Council agreed to provide training for those involved in the safeguarding referral to ensure that in future they pass on such matters to be dealt in accordance with the Children Act 1989.</p>
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