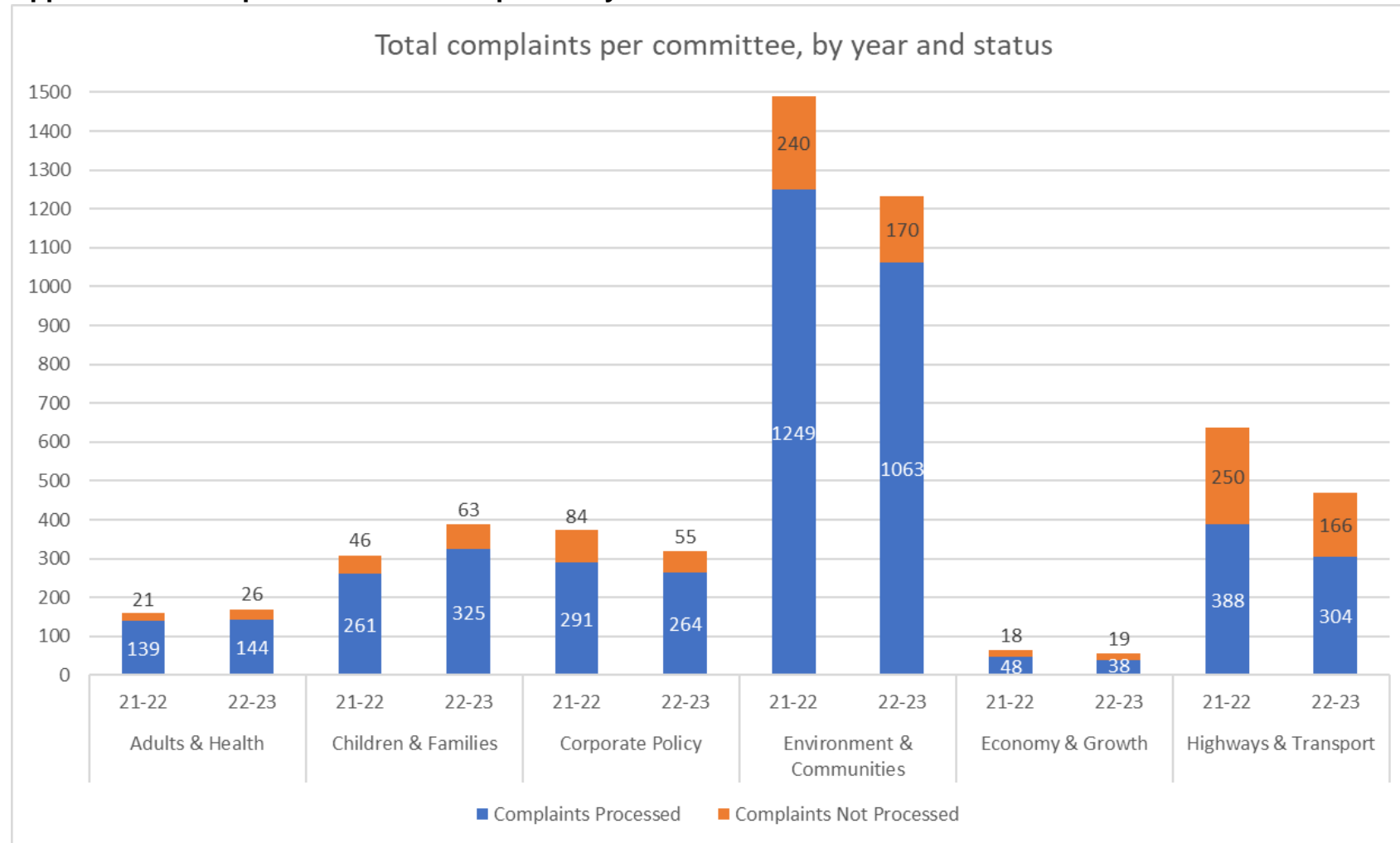
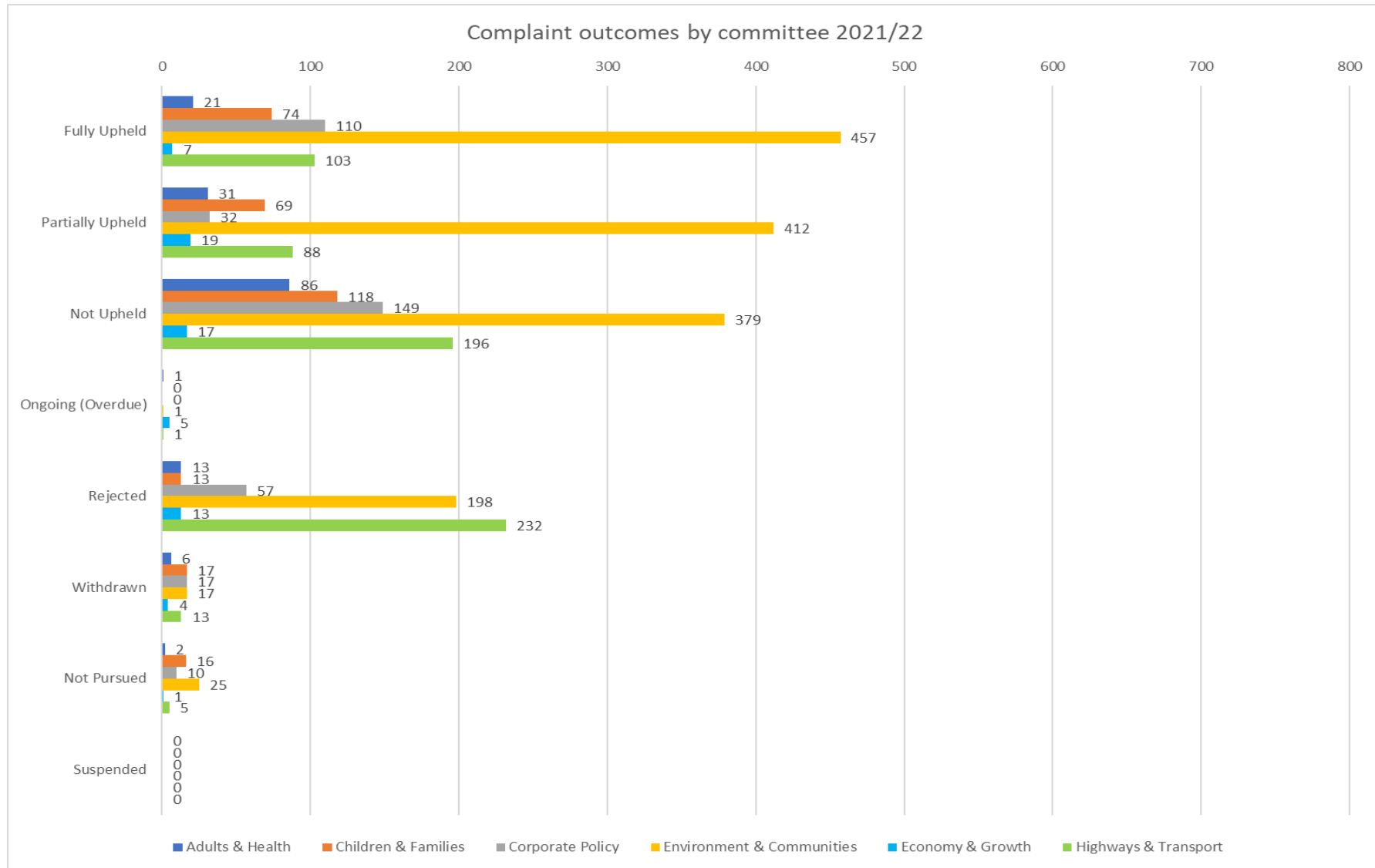


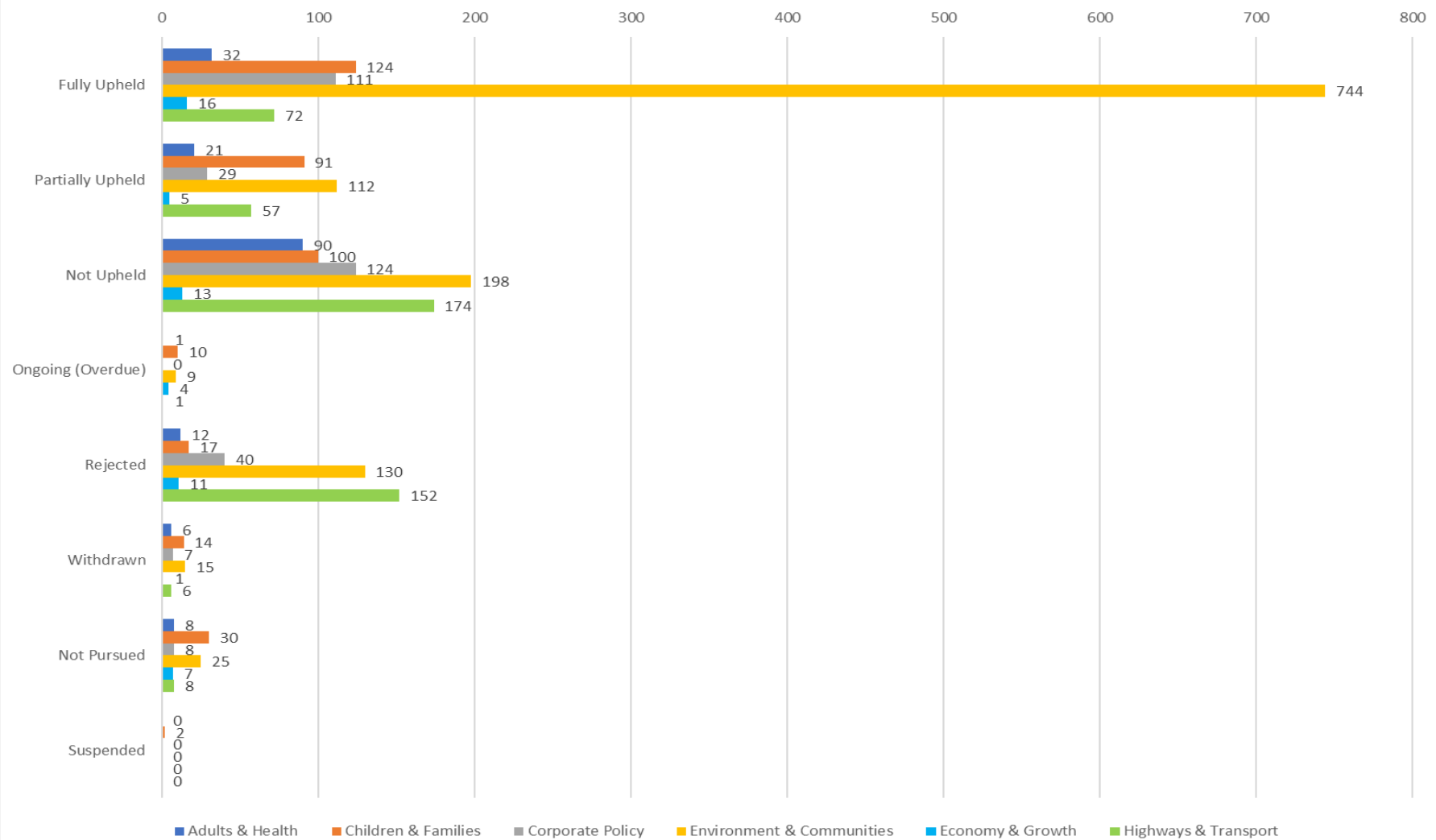
## Appendix 1 – Comparison of total complaints by committee 21-22 & 22-23



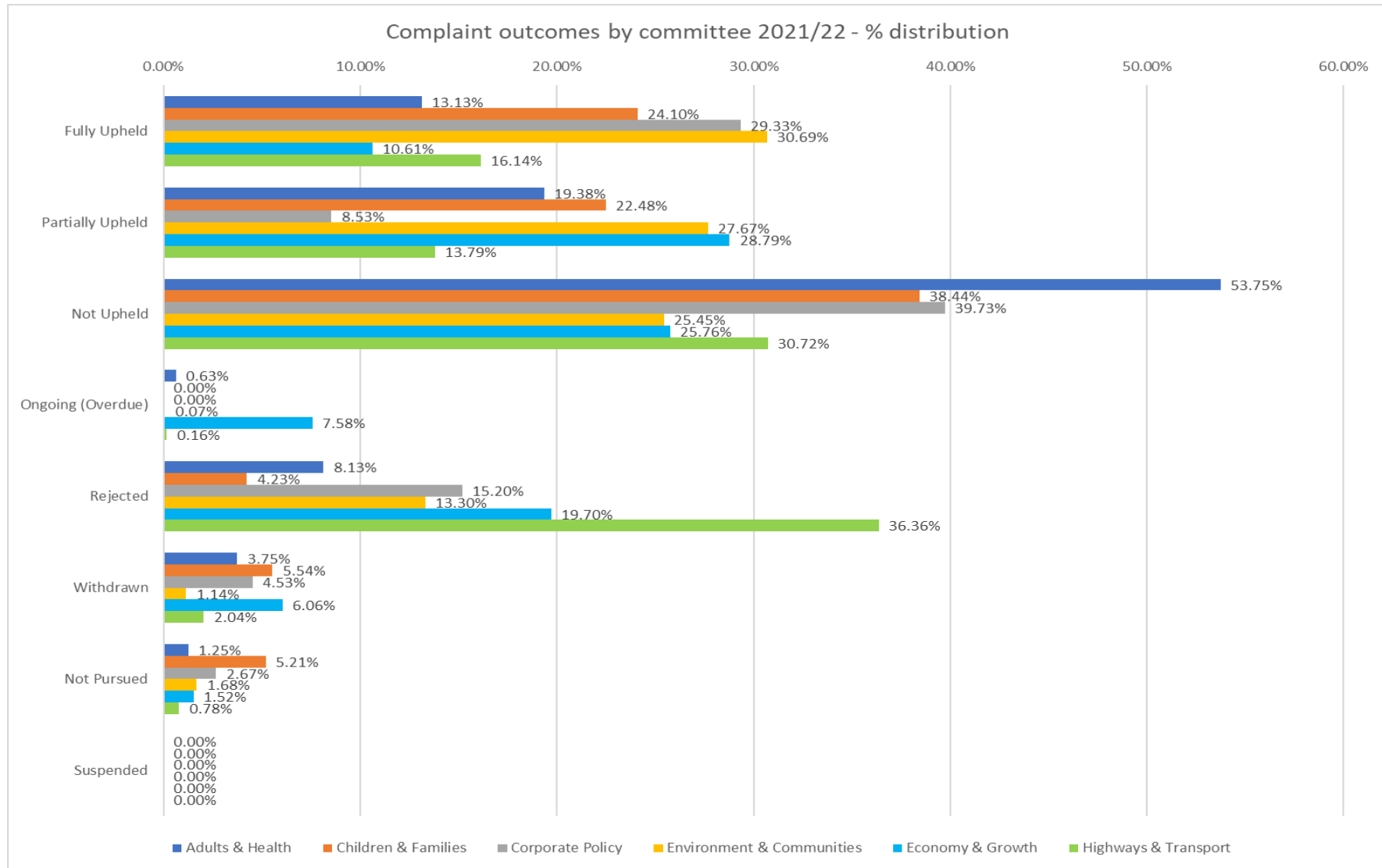
## Appendix 2 – Comparison of complaint outcomes by committee 21-22 & 22-23



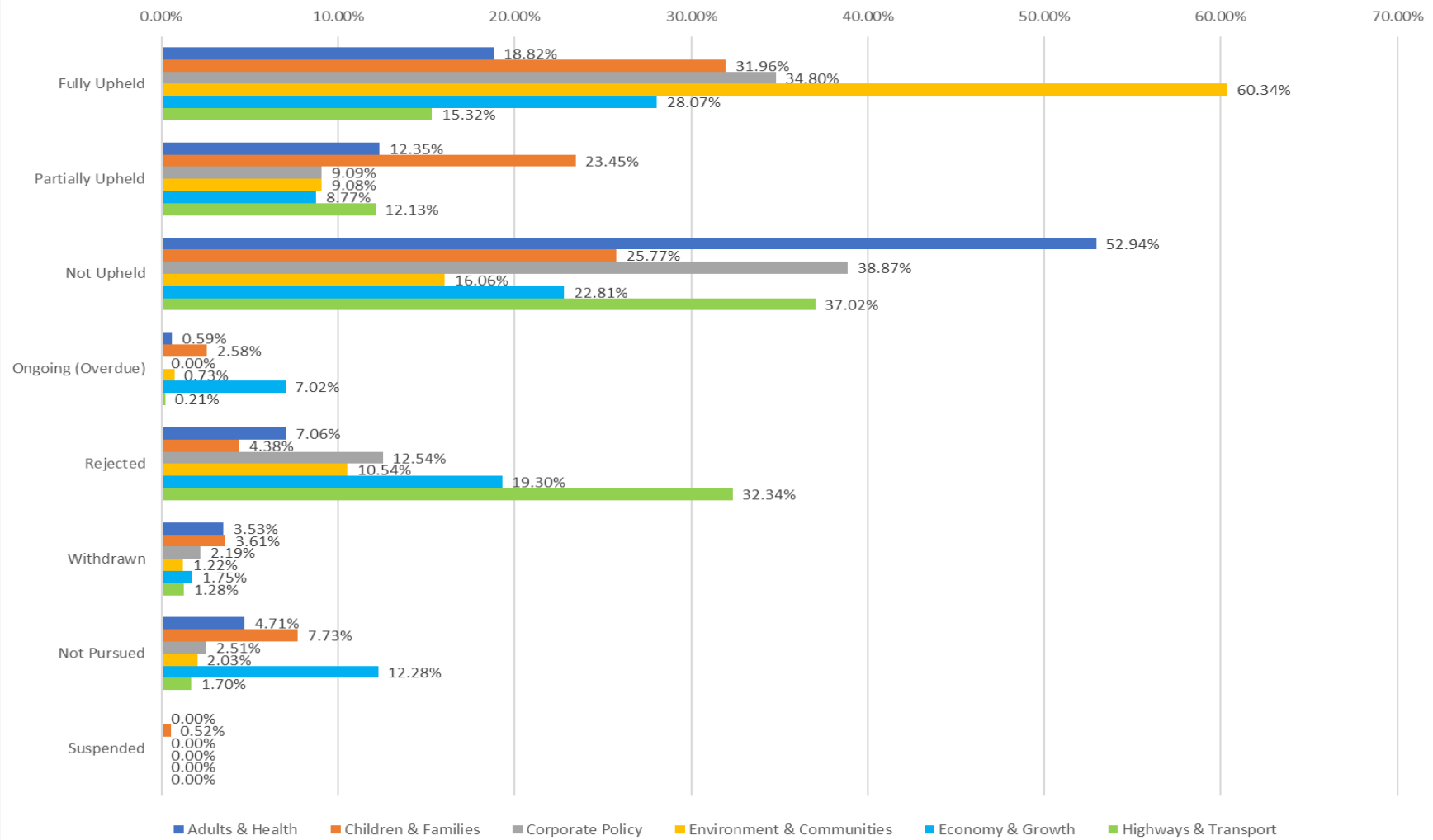
Complaint outcomes by committee 2022/23



### Appendix 3 – Comparison of complaint outcome distribution by committee 21-22 & 22-23



Complaint outcomes by committee 2022/23 - % distribution



## Appendix 4 – Processed complaint outcomes by committee, per complaint stage 22-23

Stage 1:

Committee	Fully Upheld	Partially Upheld	Not Upheld	Ongoing (Overdue)
Adults & Health	30	18	79	1
Children & Families	116	80	92	3
Corporate Policy	107	27	118	0
Environment & Communities	728	95	169	7
Economy & Growth	16	5	9	4
Highways & Transport	64	53	158	0

Stage 2:

Committee	Fully Upheld	Partially Upheld	Not Upheld	Ongoing (Overdue)
Adults & Health	2	3	11	0
Children & Families	8	11	6	7
Corporate Policy	4	2	6	0
Environment & Communities	16	17	29	2
Economy & Growth	0	0	4	0
Highways & Transport	8	4	16	1

Stage 3:

Committee	Fully Upheld	Partially Upheld	Not Upheld	Ongoing (Overdue)
Children & Families	0	0	2	0



## Appendix 5 – Complaint response timeframe performance by committee 22-23

Committee	Processed Complaints	Ongoing (Overdue)	On Time Response	Overdue Response	% On Time
Adults & Health	144	1	85	58	59%
Children & Families	325	10	80	235	25%
Corporate Policy	264	0	204	60	77%
Environment & Communities	1,063	9	759	295	71%
Economy & Growth	38	4	20	14	53%
Highways & Transport	304	1	216	87	71%

## Appendix 6 – Compliments received by committee 22-23

Committee	Total Compliments
Adults & Health	434
Children & Families	209
Corporate Policy	143
Environment & Communities	134
Economy & Growth	15
Highways & Transport	29

**Appendix 7 – Contact volumes by committee 22-23**

<b>Committee</b>	<b>Total contacts</b>	<b>Complaints and Compliments</b>
Adults & Health	41,518	604
Children & Families	56,191	597
Corporate Policy	229,553	462
Environment & Communities	123,936	1,367
Economy & Growth	23,269	72
Highways & Transport	23,422	499
<b>Total</b>	<b>497,889</b>	<b>3,601</b>

## **Appendix 8 – Examples of compliments received, by Directorate**

### **Adults Directorate**

*“I'd like to thank X (Social Care Assessor) for all the work he did on my Nanna's case recently. He has a very busy job but always answers his phone and listens. My sister and I had been having a very stressful couple of years trying to help my Nanna access the care she needed. We both live far away and it was hard to sort out. Once Will became our case worker, things much improved. He is an asset to the adult social care team. Thank you X.”*

*“Thank you very much to all those who agreed to help me. I would like to thank my carer X for all the tips, for supporting me in difficult moments and for understanding and patience. X is a woman with a big heart and with this heart she goes to her carers!!!”*

*“I have found the above department [Dementia Reablement, Care4CE] invaluable at this time in my mother's life. The support worker has been amazing and a mine of information which I didn't realise was available to us from filling in forms to appointment making, everything was delivered in a caring and professional way. This has enabled my mum to stay in her own home which is her and our wish. Thank you again, it's taken a lot of anxiety away from me as a carer.”*

*“Care4CE is an excellent service helping me in many ways including helping me regain my confidence in all the tasks I do. Extremely patient and I must congratulate two of your amazing staff X and X. they helped me come out of a dark hole, after losing my husband and having to rehome all my beloved animals, and I feel with their assistance I now feel free and able to continue a very happy and joyful life. They couldn't have been more supportive. I would highly recommend them to anyone needing services”.*

## **Children and Families Directorate**

*"I canny stop saying thank you enough to 'K' for all she is doing and already done, I'm emotional all the time that I'm finally getting someone hearing my screams for help"*

*"During this exceptionally challenging case, which was so full of emotion, I feel that 'N' approached the case with compassion, but she was also firm in the reality of what the outcome was likely to be from the offset."*

*Safeguarding: "We wanted to acknowledge the support, professionalism and partnership working demonstrated by yourself and that nothing is too much trouble. We wanted to express our thanks and to let you and your managers know we appreciate all that you do to support us".*

*"I really wish you were an allocated social worker for some of my children at the moment. I loved how calm your meetings were and how much things had improved".*

## **Corporate Directorate**

*"I would like to commend you guys for exceptional customer service and especially X for going the extra mile to making sure I was catered to. I was frustrated to begin with as I am a student and the last thing I want in my mail is a summons. X's approach was very empathetic and she was able to calm me down and address my concern with effect so thank you for being patient with me and keep up the good job."*

*"I phoned today to sort my council tax and X was super helpful and friendly and warm and helped me solve a problem had that been ongoing on for weeks."*

*"I was struggling with the online renewal of my son's Blue Badge. I rang the council and was put through to a lady called X in the Blue Badge department. She was AMAZING! She was super helpful, patient and I couldn't have asked for a better service. She took the time to help me with the form and answered all my queries."*

*"I just wanted to drop you a line to tell you how impressed I have been with the service I received. Your telephones were always answered in double quick time, and I was able to speak to a very knowledgeable person every single time to attend to any queries. You obviously have an excellent team working in this department which would be a credit to any local government office, so I am just expressing my appreciation."*

## **Place Directorate**

*"I would like to compliment your team doing black bins in Ulviet Gate (WA16 6TT) this morning. They 'went the extra mile' to help me (an elderly gent) - the extra effort was done willingly and with a smile. It is a pleasure to recognise and thank a driver and a young man who are excellent ambassadors for the Council. A small service, but much appreciated"*

*"I would like to thank 'R' and the rest of the crew on the green waste bin round for Ploughmans Way, Tytherington for going above and beyond this morning for me. I have a 4 week old baby and had forgotten to put the bins out in time. 'R' was very helpful and understanding even collected my bin from the garden and returned it for me saving me extra stress and hassle. Thank you to 'R' and the rest of the team."*

*"I just wanted to say what a great job the Highways Team have done in resurfacing Beam Street, Nantwich. I know that people are quick to complain about potholes across the borough but don't often give compliments, so I just wanted to send one in for a job well done. Please pass my compliments to all the people involved. Thanks."*

## Appendix 9 - Outcome of complaints to the LGSCO by committee 22-23

Committee	Total number of final decisions	Outcomes of final decisions				Total Compensation Awarded
		Rejected	No Fault	Fault but no Injustice	Fault with Injustice	
Adults & Health	18	13	0	1	4	£1,300
Children & Families	18	12	0	1	5	£2,400
Corporate Policy	6	6	0	0	0	£0
Environment & Communities	7	4	2	1	0	£1,350
Economy & Growth	23	18	1	2	2	£500
Highways & Transport	19	19	0	0	0	£0



**Appendix 10 - Summary of Recommended Actions from Ombudsman Decision Notices where Fault was found (as per Appendix 9) 22-23**

Adults and Health Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Adults Commissioning	<p><b>The Ombudsman's Final Decision – 7.11.2022</b></p> <p>Summary: Mrs X complained about the way a care provider, commissioned by the Council, ended its contract to provide care for her son. There was fault in the care providers actions, for which the Council is responsible. This caused Ms X considerable distress. The Council should apologise, make a symbolic payment to Mrs X to recognise the injustice caused and take appropriate action to prevent recurrence.</p>	<p>When a council commissions another organisation to provide services on its behalf it remains responsible for those services and for the actions of the organisation providing them. So, although I found fault with the actions of the care provider, I have made recommendations to the Council.</p> <p>Within one month of the date of the final decision, the Council will:</p> <ul style="list-style-type: none"> <li>• apologise to Mrs X for the care provider's failure to follow its own process when allegations were made, and for failings in its complaints handling;</li> <li>• pay Mrs X, for the benefit of Y, £100 to acknowledge the anxiety caused by the sudden changes to his routine as a result of the change in his care package at short notice; and</li> <li>• pay Mrs X £400 to acknowledge the considerable distress caused to her by the failings identified.</li> </ul>	<p>Letter of apology issued 14.11.2022.</p> <p>A payment of £500 was made to Mrs X.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
		<p>Within three months of the date of the final decision, the Council will:</p> <ul style="list-style-type: none"> <li>• provide guidance to the care provider about the lessons learned from this complaint. This should include the need to be open about concerns and take reasonable steps to try to resolve them before ending a care contract, and to ensure it reminds staff about the need to follow its own processes, including its complaints process, in line with regulation 16.</li> </ul>	<p>The Adults Commissioning Team have provided feedback to the provider.</p>
Adults Safeguarding	<p><b>The Ombudsman's Final Decision: 20.12.2022</b></p> <p>Summary: Mr X complained about the quality of care provided by a Council commissioned care provider, Safe Hands Care and Support</p> <p>Service. Mr X also complained about Safe Hands Care and Support Service's handling of his complaint and accusations that he was racist. We found fault with the Council for failing to ensure the care provider completed a suitable investigation</p>	<p>Within one month of the Ombudsman's final decision the Council should:</p> <ul style="list-style-type: none"> <li>• Apologise to Mr X for failing to ensure Safe Hands Care and Support Service provided a suitable complaint response in line with its policy.</li> <li>• Instruct Safe Hands Care and Support Service to complete a full investigation into Mr X's complaint, in line with its policy, and provide a suitable written response to Mr X's complaint. This written response should include a summary of the issues, details of the evidence relied on, a</li> </ul>	<p>Letter of apology issued 20.1.2023</p> <p>Completed.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
	into Mr X's complaint. The Council agreed to our recommendation to apologise to Mr X and ask the care provider to complete a suitable investigation in line with its policy.	presentation of Safe Hands' findings including an explanation and conclusion.	
Adults Commissioning	<p><b>The Ombudsman's Final Decision – 28.2.2023</b></p> <p>Summary: Mrs X complains the Council's care provider, Elm House Residential Care Home (Elm House), failed to look after her late mother, Mrs Y, properly. Elm House failed to take Mrs Y's temperature for five hours on the day she fell ill. It also failed to record what possessions she had with her when she went to hospital and failed to deal properly with Mrs X when she raised her concerns. The care provider has apologised for these failings. The Council now needs to pay financial redress for the distress they have caused.</p>	<p>When a council commissions another organisation to provide services on its behalf it remains responsible for those services and for the actions of the organisation providing them. So, although I found fault with the actions of Elm House, I have made recommendations to the Council.</p> <p>I recommended the Council within four weeks pays Mrs X £300 for the distress caused to her. The Council has agreed to do this and should provide us with evidence it has done so.</p> <p>Under the terms of our Memorandum of Understanding and information sharing protocol with the Care Quality Commission, I will send it a copy of my final decision statement.</p>	Payment made on 28.3.2023

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Social Care Business Support and Finance	<p><b>The Ombudsman's final decision – 3.4.2023</b></p> <p>Summary: Mrs L complained about the way the Council handled her mother, Mrs X's direct payments. Mrs L said the Council was misleading and confusing in its communication and demanded payment Mrs X did not owe. The Council failed to provide clear and transparent financial information, incorrectly calculated Mrs X's account three times and delayed in pursuing the debt for 20 months. The Council will write off Mrs X's outstanding charges and pay Mrs X and Mrs L £200 each to recognise the frustration and uncertainty this caused.</p>	<p>Within one month the Council agreed to:</p> <ul style="list-style-type: none"> <li>• write to Mrs X and Mrs L and apologise for the confusion, frustration and uncertainty caused to them and pay them £200 each to recognise the same; and</li> <li>• cancel the outstanding invoice against Mrs X's account.</li> </ul> <p>Within three months the Council agreed to remind relevant staff:</p> <ul style="list-style-type: none"> <li>• where discrepancies arise in audits to ensure the reasons for this are clearly explained to the person; and</li> <li>• of the importance of providing clear and transparent information to ensure people understand their responsibilities when accessing direct payments both at the point of arranging them and following any audit.</li> </ul> <p>The Council will provide us with evidence it has complied with the above actions.</p>	<p>Apology letters issued on 5.4.2023.</p> <p>Payments made on 28.4.2023</p> <p>Debt confirmed as written off 19.5.2023</p> <p>The minutes from a recent audit meeting have been shared with the team, and these discuss the corrective actions.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
South Learning Disability Team	<p><b>The Ombudsman's final decision – 14.4.2023</b></p> <p>Summary: Ms K complained the Council and its social worker failed its social care duties towards her daughter. We did not find enough evidence of fault in the processes the Council followed to reach its view. We cannot therefore criticise the merits of its decision. There was some fault in how it progressed and communicated a charity's grant. The Council agree to make payment to acknowledge the distress and uncertainty this caused Ms K.</p>	<p>To remedy the injustice the Council caused to Ms K, the Council should, within one month of the final decision:</p> <p>a) apologise in writing to Ms K and pay £100 to acknowledge the distress and uncertainty and time and trouble its failure to progress and follow up on the charity's grant and the confusion it caused her; and</p> <p>b) contact the Charity to agree how the approved grant payment can be used to purchase the epilepsy band for Miss X and inform Ms K if no agreement can be reached.</p>	<p>Apology letter issued 17.5.2023</p> <p>Payment made 17.5.2023</p> <p>Ms K to be informed that the Council is unable to support accessing the epilepsy band via the charity.</p>

Children and Families Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
SEND	<p><b>The Ombudsman's Final Decision – 28.11.2022</b></p> <p><b>Summary:</b> Miss X complained that the Council failed to issue her daughter's Education, Health and Care plan within the statutory timeframe. She also complained that the Council failed to deal with her complaint in line with its policy. Miss X said this meant a delay in her daughter getting provision she needed. She also said it caused her unnecessary distress and frustration. We find the Council at fault for delays issuing the plan. This fault caused Miss X injustice. The Council has agreed to apologise and make a payment to reflect the injustice caused. We do not find the Council at fault for its complaint handling.</p>	<p>Within four weeks of this decision, the Council has agreed to apologise to Miss X for the uncertainty, undue significant stress, and frustration caused by failing to issue C's EHC plan within the timeframe set out in the Regulations. The Council has also agreed to apologise to Miss X because the delay issuing the EHC plan denied her right to appeal (which is injustice).</p> <p>Within four weeks of this decision, the Council has agreed to make a payment to Miss X of £100 to remedy the uncertainty, undue significant stress, and frustration caused.</p> <p>In arriving at this figure, I have considered the Ombudsman's published guidance on remedies. I have considered the length of time involved. I have also considered the Council's efforts to chase the educational psychology service and keep Miss X informed regularly about progress, delays, and managing her expectations, which I consider somewhat mitigated the injustice.</p> <p>I therefore consider a payment of £100 is an appropriate and proportionate remedy for the injustice caused.</p>	<p>Letter of apology issued 23.12.2022.</p> <p>A payment of £100 has been made to Miss X.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Children's Social Care	<p><b>The Ombudsman's Final Decision: 14.12.2022</b></p> <p><b>Summary:</b> Mr B complained about the actions of the Council in responding to his complaint about children's services. We found some fault including a failure to appoint an advocate to assist Mr B with his complaint, failing to implement agreed reasonable adjustments for him and a failure to provide a personal remedy to Mr B and C to recognise the impact of the fault on them as part of the complaints process. The Council has agreed to pay £550 to Mr B, including £250 for the benefit of his daughter C, and to improve its procedures for the future.</p>	<p>I recommended the Council within one month of the date of my final decision:</p> <ul style="list-style-type: none"> <li>• pays Mr B £550 (£300 for his distress and time and trouble in pursuing a complaint to us and £250 for the benefit of C, for the distress caused by the danger statement and the failure to holistically explore her case).</li> <li>• explains what progress it has made with guidance for parents about the child protection process; and</li> <li>• explains what steps it has taken to ensure Mr B's reasonable adjustments are met in the future.</li> </ul> <p>I also recommended that the Council, within three months:</p> <ul style="list-style-type: none"> <li>• works with Mr B's advocate to consider what steps it could take to improve its response to disabled (particularly neurodivergent) parents interacting with both children's services and the complaints process; and</li> <li>• reviews its guidance for complaints staff in when and how to appoint advocates for complainants.</li> </ul>	<p>Payment made 30 Mar 2023.</p> <p>Letter dated 21 Feb 2023 issued to Mr B.</p> <p>The Corporate, Adults and Children's Complaints Policies are to be reviewed in 2023. The provision of advocates for complainants with communication difficulties will be included in this review.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
SEND	<p><b>The Ombudsman's Final Decision: 14.12.2022</b></p> <p><b>Summary:</b> Miss X complained her son remains on roll at a school he does not attend, and that the Council has failed to provide information about personal budgets. Miss X also complained the Council has delayed in securing the provision set out in her son's EHC plan. There is no evidence of fault in the way the Council has secured Y's educational provision. However, the Council's failure to provide the information Miss X requested and the delay in arranging a meeting to discuss a personal budget is fault. This fault has caused Miss X an injustice.</p>	<p>The Council has agreed to apologise to Miss X and pay her £100 in recognition of the frustration and distress she has experienced and the time and trouble she has been put to by the delay in providing information and in arranging a meeting to discuss a personal budget.</p> <p>The Council should take this action within one month of the final decision on this complaint and provide us with evidence it has complied with the above actions.</p>	<p>Letter of apology issued on 13.1.2023</p> <p>A payment of £100 has been made to Miss X.</p>



Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
School Admissions	<p><b>The Ombudsman's Final Decision – 8.2.2023</b></p> <p><b>Summary:</b> We uphold Mrs X's complaint about the Council refusing her summer born child (Y) a delayed reception start. We find fault with its decision-making process and delay. The Council has agreed to reconvene a new Panel and ensure it is instructed to make the decision in line with the School Admissions Code and non-statutory Guidance and review its processes to improve decision communications. It will also apologise to Mrs X and pay her £150 for her avoidable frustration and inconvenience.</p>	<p>The Council has agreed within a month of my final decision to:</p> <ul style="list-style-type: none"> <li>• Write to Mrs X and apologise for the faults identified in this statement.</li> <li>• Reconvene a new Panel with different members to consider Mrs X's request for an admission into reception class in September 2023 ensuring the Panel is instructed to decide only on which year group is in Y's best interests and giving full written reasons for its decision.</li> <li>• Review its internal processes to address communication delays and ensure panel outcome letters clearly set out evidence of decision-making with clear reasons in feedback to parents.</li> <li>• Pay Mrs X £150 for her avoidable frustration and time and trouble.</li> </ul>	<p>Apology letter issued 24.3.2023</p> <p>New panel held on 7.3.2023</p> <p>Letter sent to LGSCO 23.3.23:" For the future, we will consider having a template to ensure that each point is addressed and clearly linked to the guidance and reasons are clear."</p> <p>Payment made 8.3.2023</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
SEND	<p><b>The Ombudsman's Final Decision: 19.1.2023</b></p> <p><b>Summary:</b> Mrs X complained about delays and poor communication after she asked the Council for an Education, Health and Care (EHC) Plan for her child Y. The Council was at fault for delay in issuing the EHC Plan, and for poor communication. The Council has agreed to apologise to Mrs X and pay her £300 to acknowledge the frustration caused. It has already recruited more staff to improve its communication. It has also agreed to review how it communicates the timescales involved to parents and carers to help manage expectations.</p>	<p>Within one month of the final decision the Council has agreed to apologise to Mrs X and pay her £300 to acknowledge the frustration caused by the delays and poor communication.</p> <p>Within two months of the final decision, the Council has agreed to review the letter it sends to parents and carers advising them it will carry out an EHC assessment to ensure the letter clearly sets out the expected timescales for the EHC process, to help manage parents' expectations around communication.</p> <p>The Council should provide us with evidence it has complied with the above actions.</p>	<p>Letter of apology issued 6.2.2023.</p> <p>Payment made on 10.2.2023</p> <p>Letter updated &amp; copy received from SEND on 23.3.2023 and supplied to LGSCO.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
SEND	<p><b>The Ombudsman's Final Decision: 6.3.2023</b></p> <p><b>Summary:</b> Mr X complained that the Council failed to provide his daughter, D, with an education during a period when she was unable to attend school. He said this caused an injustice as it affected D's wellbeing, and she missed out on an education. We find the Council at fault. We have made a recommendation of payment to acknowledge that fault and remedy the injustice caused.</p>	<p>Within a month of issuing our final decision, the Council should:</p> <p>a) Apologise to Mr and Mrs X and to D for the fault identified.</p> <p>b) Make a payment of £1200 to D.</p> <p>Within two months of issuing our final decision, the Council should have reviewed its policies and procedures for situations where it is informed a child is missing education. It should ensure that it has systems in place to take decisive action when it becomes aware a child is missing education. It should provide evidence of this review to the Ombudsman.</p>	<p>Apology letter issued 6.4.2023</p> <p>Payment made 4.4.2023</p> <p>This action has been completed. Evidence sent to the LGSCO on 15.5.2023.</p>

Environment and Communities Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Planning – Development Management	<p><b>The Ombudsman's final decision – 14.11.2022</b></p> <p>Summary: Mr B complains the Council did not notify him of a planning application or properly consider the impact. He also says the application should have been heard by a committee due to a possible conflict of interest. He says the extension is overbearing and overlooks part of his garden. We find fault in how the Council considered the application. However, this did not cause a significant injustice.</p>	No recommended actions.	N/A
Planning – Development Management	<p><b>The Ombudsman's final decision – 14.11.2022</b></p> <p>Summary: Mrs B complains the Council did not notify her of a planning application or properly consider the impact. She also says the application should have been heard by a committee due to a possible conflict of interest. She says the extension is overbearing and causes overshadowing to her garden. We find fault in how the Council considered the application. However, this did not cause a significant injustice.</p>	No recommended actions.	N/A

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Planning – Development Management	<p><b>The Ombudsman's Final Decision – 22.11.2022</b></p> <p>Summary: Mr X complains about the Council's handling of the planning application process relating to his home and subsequent enforcement action. There was service failure which meant the correct information was not published on the Council's planning portal. The Council also took too long to respond to Mr X's concerns and complaints. The Council has agreed to apologise and make a payment to Mr X for the delay and uncertainty caused. It will also ensure its ongoing planning enforcement investigation is progressed in a timely way and will keep Mr X regularly updated on its progress.</p>	<p>Within one month of my final decision, the Council has agreed to:</p> <ul style="list-style-type: none"> <li>• apologise to Mr X for the service failure that led to the non-publication of the revised HLMP on its planning portal and for the frustration caused by its delayed responses.</li> <li>• pay Mr X £300 for the uncertainty, time and trouble caused by the faults identified in this decision statement; and,</li> <li>• ensure timely progression of its planning enforcement investigation into the maintenance of the pond in front of Mr X's home and commit to providing Mr X with regular updates on its progress and details of its decision on conclusion.</li> </ul>	<p>Letter of apology was issued 16.12.2022.</p> <p>A payment of £300 was made to Mr X.</p> <p>An update on the planning enforcement investigation was provided in our letter of 16.12.2022.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Planning Enforcement	<p><b>The Ombudsman's Final Decision: 31.3.2023</b></p> <p>Summary: Mrs X complains about a lack of enforcement action by the Council after a developer removed an understory that provided privacy to her property. We have concluded our investigation having made a finding of fault by the Council. We found there were significant delays in the process which have impacted the time taken to find a resolution and restore privacy to Mrs X's property. The Council have accepted our recommendations.</p>	<p>As per our guidance on remedies, where a loss of amenity is temporary, we normally recommend a payment in the range of £75 to £350 a month, until a permanent solution is found and established.</p> <p>I consider there is a total of 14 months of avoidable delay, this considers the 10 months between August 2020 and June 2021, and the 10 months between January 2022 and November 2022. I have reduced the total number of months to account for the Council's targets, and some additional time for the application to have been submitted by the developer. I have also used the bottom range of the recommended payment to suggest an award of £1,050.</p> <p>To resolve matters, the Council have agreed to:</p> <p>a) Apologise to Mrs X for delays throughout the process and failing to negotiate a meaningful resolution with the developer in a timely manner.</p> <p>b) Pay Mrs X an amount of £1,050 for the inconvenience and distress caused by the delays in the process which has subjected her property to an ongoing lack of privacy.</p> <p>c) Inform the Ombudsman of the outcome of the developer's application and confirm whether the planting has taken place by the end of March, or what action it intends to take going forward.</p> <p>Final decision 6</p> <p>41. The Council have agreed to complete action a and b within one month of the Ombudsman's final decision, and action c within two months of the Ombudsman's decision.</p>	<p>Apology letter issued 27 April 2023</p> <p>Payment made on 17 May 2023</p> <p><b>Due 31 May 2023</b></p>

## Economy and Growth Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Strategic Housing	<p><b>The Ombudsman's Final Decision: 6.1.2023</b></p> <p>Summary: Ms C complains about the failure of the Council to carry out adaptations properly. The Council is at fault for failing to provide a schedule of works, delayed in starting work and an officer making an unannounced visit. The Council has made a concerted effort to find the cause of an ongoing bad odour, I cannot say on balance, its contractors caused the problem. To remedy the faults identified the Council has agreed to apologise to Ms C and her mother and pay £500 for their time, trouble, and avoidable distress.</p>	<p>I consider there was fault in the actions of the Council which caused Ms C and Mrs D avoidable time, trouble, and distress. The Council has agreed to take the following actions to remedy the complaint: -</p> <ul style="list-style-type: none"> <li>a) apologise to Ms C and Mrs D for the faults identified in this statement.</li> <li>b) pay Ms C and Mrs D £250 each for their avoidable time, trouble, and distress.</li> <li>c) provide evidence the Council has completed the agreed actions. These include: - <ul style="list-style-type: none"> <li>1. there is now a handover of adaptation cases, so managers are aware of priority cases.</li> <li>2. people receiving bathroom adaptations will receive a program of works detailing the date, nature of work and people who will attend the home.</li> <li>3. the Council has introduced a process so officers can discuss issues which may occur from restricted access to the bathroom and if necessary, liaise with occupational therapy and social care staff to ensure the needs are met.</li> <li>4. a reminder to staff in the Housing Standards and Adaptations Team to prearrange appointments when wanting to visit homes.</li> </ul> </li> </ul> <p>The Council should complete (a) to (b) within one month of the final decision and c(1) to c(4) within three months of the final decision.</p>	<p>Apology Letter issued 7.2.2023</p> <p>The Ombudsman has advised that Ms C has declined to accept the payment of £500 (£250 x 2).</p> <p>Actions completed 12 Jan 2023</p>