

	20013032	LGSCO	12.10.2021	Yes	Yes	£750	N/A	Summary: Ms C complained the support provider, arranged by the Council, failed to contact her when her brother went into hospital and when he passed away. As a result, she was unaware he had passed away for four weeks, which was very distressing for Ms C when she found out. We found the provider and the Council failed to have appropriate Next of Kin information on its database for Ms C's brother. The Council has agreed to apologise to Ms C for the distress this has caused her and pay a financial remedy
	21003281	LGSCO	12.11.2021	Yes	Yes	£1,500	N/A	Summary: The Council acknowledges it did not follow its usual process in seeking to resolve Mr X's problems with his previous domiciliary care provider. Mr X now has a new care provider giving a satisfactory service, the Council has improved its processes and offered a proportionate sum to Mr X and his family in recognition of the distress caused. That is a suitable remedy for the injustice suffered and I have completed the investigation.
	21013071	LGSCO	27.01.2022	No	N/A	N/A	N/A	Summary: We will not investigate this complaint about the Council's careline service. The Council has admitted it was at fault and has offered a suitable remedy. We could not add to its investigation and our involvement would not lead to a different outcome.
	21016214	LGSCO	29.03.2022	Yes	Yes	N/A	N/A	Summary: The investigation into this complaint is discontinued. The Council acknowledged fault in the way it dealt with requests for social care support for Mr Y, apologised and took steps to remedy the situation before the complaint came to this office. Any further investigation by this office could not achieve more.
Children's Services	20006575	LGSCO	05.05.2021	Yes	Yes	£750	To discuss with colleagues in other departments (including children services) on combined or integrated assessment and care planning to ensure the Council has a robust system in place when more than one service is assessing or meeting a person's needs.	Summary: Miss X complains about the Council's actions during its involvement with her and her children. She complains the Council failed to assess her children's needs fully, failed to assess her needs as a carer, failed to ensure assessments were accurate, and failed to provide her children with adequate support. We find some fault with the Council's actions. We have made recommendations.
Economy - Allocations & Lettings	20013155	LGSCO	29.10.2021	Yes	Yes	£6,250	N/A	Summary: Ms B complained the Council has failed to provide her with suitable temporary accommodation. We find fault with the Council as it has delayed providing Ms B with suitable accommodation. The Council has agreed to our recommendations to address the injustice caused.

	20004612	LGSCO	04.07.2021	Yes	Yes	£600	Provide training to officers across all frontline departments about how to quickly and effectively process referrals for care and support. This can take the form of providing a staff briefing highlighting the issues raised in this decision.	Summary: Mr B says the Council did not respond to his complaints about his accommodation and that no assessment has been made of his adult social care needs. I do not find the Council at fault for a failure to respond to complaints about Mr B's accommodation. However, I consider there has been a service failure as the Council has not assessed Mr B's adult social care need. It is likely this failure had an impact on the Council's general approach to Mr B's communications and caused him frustration and upset. I have made recommendations to remedy this failure.
Economy - Temporary Accommodation	20012387 21003902	LGSCO	25.10.2021	Yes	Yes	£150	issue written reminders to relevant staff to: - Adhere to timescales set out in the complaints procedure and address the issues raised in the complaint.	Summary: Ms D complained on behalf of Ms E that the Council failed to make her aware she was liable for council tax when it placed her in temporary accommodation. We find the Council was at fault as it gave Ms E misleading information about whether she was liable for council tax. It also delayed and failed to appropriately respond to her complaint. The Council has agreed to our recommendations to address the injustice caused.
		LGSCO	07.03.2022	Yes	Yes	£200	N/A	Summary: Mr X complained about errors in the way the Council has dealt with his homelessness application. The delays and errors in the way the Council dealt with Mr X's homelessness application amount to fault. This fault has caused Mr X an injustice.