



Audit & Standards Committee Report

Report of: Mark Bennett, Director of HR and Customer Services/ Gillian Duckworth, Director of Legal Services

Date: 16 November 2017

Subject: Annual Ombudsman Complaints Report 2016/17

Author of Report: Andrew Fellows

Summary:

This report provides an overview of the complaints received, and formally referred and determined by the three Ombudsmen (Local Government Ombudsman, Parliamentary & Health Service Ombudsman and Housing Ombudsman) during the twelve months from 1 April 2016 to 31 March 2017.

The report also identifies future developments and areas for improvement in complaint management.

The report is jointly presented by the Director of Legal Services and the Director of HR and Customer Services, who are respectively the Council's Monitoring Officer, and the Director responsible for managing the Complaints Service.

Recommendations:

The Audit & Standards Committee is asked to consider the Annual Ombudsman Report in order to provide its view on the performance of Ombudsman complaints and the issues raised.

Background Papers:

None

Category of Report: OPEN

Statutory and Council Policy Checklist

Financial Implications
NO Cleared by: Pauline Wood
Legal Implications
NO Cleared by: Nadine Wynter
Equality of Opportunity Implications
NO
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
NO
Economic impact
NO
Community safety implications
NO
Human resources implications
NO
Property implications
NO
Area(s) affected
None
Relevant Cabinet Portfolio Lead
Cabinet Member for Finance & Resources
Relevant Scrutiny Committee if decision called in
Not applicable
Is the item a matter which is reserved for approval by the City Council?
NO
Press release
NO

Annual Report Ombudsman Report

1.0 INTRODUCTION

- 1.1 Sheffield City Council's Corporate Plan includes a priority on being ***An in Touch Organisation***. This means listening to customers and being responsive, so that services are designed to meet the diverse needs of individuals. The effective handling of customer complaints across the organisation supports this priority and enables the Council to be open and transparent, respond in the right way, make the best use of resources, and make well-informed decisions.
- 1.2 We welcome complaints as an opportunity to improve our services. Indeed, our definition of a complaint is "any expression of dissatisfaction whether justified or not", which is deliberately wide to ensure that complaints are recognised and are properly addressed. We also encourage positive feedback on the services we provide.
- 1.3 The Customer Feedback & Complaints Team in Customer Services is responsible for the development and implementation of policy and procedures on complaints. In addition, the Team acts as the Council's liaison point with the Local Government Ombudsman (LGO), Housing Ombudsman (HO) and Parliamentary & Health Service Ombudsman (PHSO).
- 1.4 The Ombudsmen provide a free, independent and impartial service. They consider complaints about the administrative actions of local authorities. They cannot question what a council has done simply because someone does not agree with it. However, if they find something has gone wrong, such as poor service or service failure, and that a person has suffered as a result, they recommend a suitable remedy.
- 1.5 The LGO's powers are set out in the Local Government Act 1974, as amended. The HO's powers are set out in the Housing Act 1996, as amended. The PHSO's powers are set out in the Parliamentary Commissioner Act 1967, as amended, and the Health Service Commissioners Act 1993, as amended.
- 1.6 Overall, the Council and its strategic delivery partners (Capita, Kier and Veolia) dealt with 3,269 complaints through the formal complaints process in 2016/17. The Ombudsman reported that 175 enquiries were received about the Council and its strategic delivery partners during 2016/17.

2.0 SUMMARY

- 2.1 This report provides an overview of the complaints received, and formally referred and determined by the Ombudsman during the twelve months from 1 April 2016 to 31 March 2017.
- 2.2 The report also identifies future developments and areas for improvement in complaint management.

- 2.3 The report is jointly presented by the Director of Legal Services and the Director of HR and Customer Services, who are respectively the Council's Monitoring Officer, and the Director responsible for managing the Complaints Service.

3.0 MAIN BODY OF THE REPORT

3.1 Overview

Since the Council's Complaints Policy was revised in April 2014, there has been a marked decline in the number of formal complaints recorded on the Council's complaints management system, with the number plateauing out over the period 1 April 2015 to 31 March 2017.

- 3.2 In 2013/14, there were 906 formal complaints about Council Portfolios. The figure fell to 684 in 2014/15 (the year of the policy change); 561 in 2015/16; and 560 in 2016/17.

- 3.3 To some extent, this fall can be attributed to the introduction of the 'problem solving' approach to complaints. This approach is intended to promote early resolution, and a less bureaucratic way of dealing with complaints. Therefore, based on the fall in the number of recorded complaints, the policy change can be seen to be a success.

- 3.4 However, looking at formal complaint numbers recorded about the two statutory social care areas over the last four years, these have remained reasonably static, and now account for over half of formal complaints recorded, having accounted for a third in 2013/14.

	2013/14	2014/15	2015/16	2016/17
Adults	210	151	152	159
Children's	122	111	88	137
Total	332	262	240	296

- 3.5 Meanwhile, the number of complaints recorded by services under the corporate complaints process has fallen significantly. For example:

	2013/14	2014/15	2015/16	2016/17
Place	284	191	112	97
Resources	200	50	40	40
Capita	403	164	55	24

- 3.6 At the same time, the number of Local Government Ombudsman (LGO) enquiries has risen by around a third:

	2013/14	2014/15	2015/16	2016/17
Ombudsman enquiries	101	123	143	136

- 3.7 An explanation for this could be that while the statutory social care complaints are recorded by the Customer Feedback & Complaints Team, complaints about other services are recorded by the services themselves. This may mean that some

formal complaints are not being routinely recorded on the complaints management system. Where issues of non-recording are identified, the Customer Feedback & Complaints Team works with service managers, client managers and performance leads to promote good practice in complaints recording.

- 3.8 Turning to complaints dealt with by the Ombudsman, the Council's Customer Feedback & Complaints Team recorded a total of 136 separate enquiries made by the Ombudsman during 2016/17- a decrease of seven from the 2015/16 figure of 143.
- 3.9 The service areas that generated the largest number of Ombudsman enquiries during 2016/17 were Streets Ahead (29), Adult Social Care (19) and Council Housing (18). The figures for Adult Social Care and Streets Ahead are broadly the same as the previous year. However the figure for Council Housing dropped from 25 to 18. The largest increase was about the Housing Benefits service – up from 4 to 10.
- 3.10 The Ombudsman reported that 175 enquiries were received about the Council during 2016/17, compared with 199 in 2015/16. This figure is higher than the 136 recorded by the Council's Customer Feedback & Complaints Team because it includes, for example, people who made a 'premature' complaint to the Ombudsman and who were signposted back to the Council, but who never contacted us.
- 3.11 Based on the way the Ombudsman categorises local authority services, the highest number of enquiries about the Council were about Highways & Transport (50); Education & Children's Services (36); and Adult Social Care (33).
- 3.12 Enquiries about Highways & Transport increased for the fifth year in a row, and now account for 29% of Ombudsman enquiries, having accounted for 10% in 2012/13:

	2012/13	2013/14	2014/15	2015/16	2016/17
Highway & transport enquiries	10	25	34	40	50

- 3.13 It is important to note that not all Ombudsman enquiries lead to a formal investigation. In fact, of the 136 enquiries recorded by the Council's Customer Feedback & Complaints Team in 2016/17, three-quarters were not formally investigated.

Of the 35 that were formally investigated, the highest numbers were about Adult Social Care (12), Streets Ahead (10) and Education (6).

- 3.14 During 2016/17, the LGO determined that there was maladministration in 20 cases: 8 related to Adult Social Care; 7 related to Highways & Transport; 3 related to Education & Children's Services; 1 related to Benefits & Council Tax; and 1 related to Customer Services. The HO also determined maladministration in 2 complaints about Housing Repairs. Details of these complaints are set out in

Appendix B.

- 3.15 In total, the Council paid £15,845.50 in compensatory payments and other reimbursements following Ombudsman enquiries (£12,460.50 of this related to reimbursement of expenses incurred in transporting a child to school). This compares with £46,490.97 paid in 2015/16.
- 3.16 Looking at how Sheffield City Council compares with other local authorities, the Ombudsman reported that enquiries fell across all core cities in 2016/17, with the exception of Manchester.
- 3.17 In resolving complaints, we aim to work with the customer to try to achieve their preferred outcome, and when appropriate we will apologise. When the Council is at fault, we will aim to resolve the complaint by putting the customer back into the position they would have been in had the fault not occurred, or by offering another remedy if this is not possible.
- 3.18 We also aim to learn from complaints, so that we do not repeat the same problem, and the table at Appendix B includes full details of the remedies, improvements and changes that have been made following Ombudsman investigations. Examples include:
- **Special Educational Needs** – during 2016/17, and into the current year, the Ombudsman made a number of enquiries about delays in providing children with Education, Health and Care Plans. The Ombudsman has indicated that a Public Report is likely to be published about service failings in this area. Senior managers in the People Portfolio have developed plans to address the issues raised and improve performance, and are working with Legal Services and the Customer Feedback & Complaints Team in relation to the Ombudsman's enquiries.
 - **Adult Social Care** – a number of complaints about Adult Social Care in 2016/17 identified problems with the way the complaint itself had been handled. As a result, the Customer Feedback & Complaints Team has worked with senior managers in the service to put in place an improvement plan. This includes training for managers on the process, and improved monitoring of complaints.

Future developments

- 3.19 Nationally, the proposal to create a single Public Service Ombudsman (PSO) to replace the LGO and the PHSO has been placed before Parliament as a Draft Bill. However, at present, the timescale for legislating on this is not clear. Despite this, the LGO and PHSO are working closely together on their approach to complaint handling.
- 3.20 The proposed creation of a PSO is welcomed as it will support better handling of complaints that have been escalated beyond the Council.
- 3.21 At a local level, the following have been identified by the Customer Feedback &

Complaints Team as actions and areas for improvement during 2017/18:

- Work with Directors, service managers, client managers and performance leads to ensure compliance with the Complaints Policy in relation to the logging of complaints and recording of outcomes.
- Continue to work with client managers to improve reporting on complaints concerning Amey, Capita and Veolia
- End the collection of customer satisfaction data, and instead undertake analysis of escalated complaints to better understand reasons for escalation. This will be reported in the Annual Report for 2017/18
- Further develop the complaints web-form to improve the routing of complaints to enhance opportunities to problem solve complaints
- Work with the People Portfolio to improve access to the complaints procedure for Children & Young People

4.0 RECOMMENDATIONS

- 4.1 The Audit & Standards Committee is asked to consider the Annual Ombudsman Report in order to provide its view on the performance of Ombudsman complaints and the issues raised.

OMBUDSMAN COMPLAINTS

The Customer Feedback & Complaints Team keeps a record of the enquiries made by Ombudsman about services provided by Sheffield City Council, both directly and through partners. The table below shows the enquiries made about the Council during 2016/17.

Portfolio/ Partner	Service area	Formal premature referrals	Considered without formal enquiries	Formal enquiries made	Totals 2016/17	Totals 2015/16
Communities	Social Care - Adults	3	4	12	19	21
	Council Housing	6	10	2	18	25
	Housing - Other	2	1	0	3	2
Children, Young People & Families	Social Care - Children's	3	4	2	9	5
	Education	3	6	6	15	20
Place	Building Control	0	0	0	0	0
	Environmental Services	0	1	0	1	3
	Parking Services	1	6	0	7	12
	Planning	2	0	0	2	5
	Highways	1	4	0	5	4
	Land/property	0	3	0	3	1
	Licensing	0	0	0	0	1
	Trading Standards	0	0	0	0	0
Resources	Customer Services	1	1	1	3	2
	Legal	1	3	0	4	0
	BIS	0	2	0	2	0
	Other	0	0	0	0	2
Amey	Streets Ahead	1	18	10	29	27
Capita	Benefits	3	1	1	5	8
	Revenues	3	6	1	10	4
Veolia	Waste Management	0	1	0	1	1
Totals		32	66	35	136	143

There was an overall decrease in the number of Ombudsman enquiries from 143 to 136, with the number of formal enquiries reducing from 37 to 35. In most service areas, the number of enquiries fell. Two areas that saw an increase in enquiries were Council Tax and children's social care. In common with other local authorities, the highest number of formal enquiries was about adult social care.

The Council's average response time to Ombudsman formal enquiries in 2016/17 was **20 working days**, which meets the target set by the Ombudsman. 74% of formal enquiries were dealt with in the 20 day target, which is an improvement from 50% in 2015/16.

In the Annual Review Letter, the Ombudsman has reported that 175 enquiries were received about the Council during 2016/17. This figure is significantly higher than the 136 reported in the table above because it includes, for example, people who have made a premature complaint to the Ombudsman and who been signposted back to the Council by the Ombudsman, but who never contacted us.

The table below shows what the Ombudsman's 175 enquiries were about, compared with the previous two years.

Ombudsman subject category	2014/15	2015/16	2016/17
Adult Social Care	38	32	33
Benefits and Tax	24	24	20
Corporate and other	8	12	6
Education and Children's Services	33	34	36
Environmental Services & Public Protection	18	23	4
Highways & Transport	34	40	50
Housing	22	25	16
Planning & Development	11	8	10
Total	188	199	175

At the end of the enquiry or investigation, the Ombudsman provides a decision. The table below provides details of the decisions over the last three years.

Ombudsman decisions	2014/15	2015/16	2016/17
Closed after initial enquiries - out of jurisdiction	24	19	19
Closed after initial enquiries - no further action	26	44	43
Not Upheld	25	27	21
Upheld: No further action/no injustice	3	1	5
Upheld: Maladministration and Injustice	16	20	15
Report	0	1	0
Total	94	112	103

How we compare

The table below compares the number of complaints received by the LGO across the Core Cities based on information provided by the LGO in his Annual Review Letter.

	Number enquiries received 2015/16	Number enquiries received 2016/17	% increase/decrease (+ / -)	Number of detailed investigations 2016/17	Number of complaints upheld 2016/17	Upheld rate 2016/17	Number of complaints per 1000 population
Birmingham	523	452	-13%	101	63	62%	0.41
Bristol	183	156	-15%	39	22	56%	0.36
Leeds	217	201	-7%	51	30	59%	0.27
Liverpool	180	163	-9%	42	24	57%	0.35
Manchester	140	144	+3%	15	5	33%	0.27
Newcastle	68	66	-3%	11	8	73%	0.22
Nottingham	105	100	-5%	23	8	35%	0.31
Sheffield	199	175	-12%	41	20	49%	0.30

Appendix B

A summary of the **22** complaints which were upheld by the Local Government Ombudsman and Housing Ombudsman during 2016/17 is provided below.

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
1.	Adult Social Care	Mrs X complained that the Council refused to acknowledge her mother's dementia, ignored professional diagnoses, took too long to investigate her complaint, and will not allow her access to her mother's records. She says the Council's actions have damaged her relationship with her mother.	The Ombudsman found faults in the way the Council considered and investigated safeguarding allegations about Mrs X, and the Council has acknowledged and apologised for those. The Council was not at fault in carrying out the investigation itself however.	The Council has agreed to make Mrs X a £500 payment in acknowledgement of the delay in making progress with the safeguarding investigation and responding to Mrs X's complaint. The Council also agreed to share its action plan following its review of practices.
2.	Capita	Mr A complained about the way the Council handled his council tax account and dealt with his claim for council tax support.	The Ombudsman concluded that the Council was not at fault in the way it initially took recovery action against Mr A for non-payment of council tax. The Council was at fault for overlooking a backdating request, delayed responses to other requests and taking action which resulted in a final reminder Mr A that should not have received.	The Council has agreed to pay Mr A £150 to acknowledge his time and trouble dealing with his council tax account. The Council agreed to complete a review of how information is passed between the Council Tax Section and Benefits Service.
3.	Parking Services	Mr B complained about how the Council handled his complaint about a penalty charge notice issued to his partner, Miss C, for a parking contravention.	The Council accepted there was delay in responding to some of Mr B's emails. It also did not provide any final response to his complaint because the penalty charge notice had been paid and the matter closed. The Council offered to refund £35 to Miss C to recognise the delay and failure to provide a complaint response.	The Ombudsman decided not to investigate the complaint, as he considered the Council's offer a reasonable remedy for any injustice caused to Mr B or Miss C.
4.	Streets Ahead	Mr X complained that the Council replaced a street light near his property without consultation and is refusing to move it from outside his window.	The Council accepted the street light was not positioned according to the design plan and confirmed it would arrange for the new street light to be relocated to the position shown on the design plan.	The Council relocated the street light and issued a written apology to Mr X. The Ombudsman considered this provided a satisfactory remedy for the complaint.

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
5.	Council housing	Mr Y complained about the Council's handling of a leak into his flat.	The Ombudsman found that there were missed opportunities to thoroughly review the case and respond within the complaints procedure, and that this could have resulted in a resolution at an earlier stage. Whilst the contractors' insurers made Mr Y an offer in full and final settlement of the claim for damages to his belongings, this was made over a year after Mr Y had first raised his complaint.	The Ombudsman ordered the Council to pay compensation of £150 to Mr X (£100 in recognition of the inconvenience caused by the delay in resolving the leak and £50 in recognition of Mr X's time and trouble in pursuing the complaint).
6.	Adult Social Care	Mrs D complained that the Council failed to properly investigate safeguarding concerns about her mother, Mrs E's, care. She also complained it failed to respond to her complaint in a timely manner.	The Ombudsman found that the Council failed to provide Mrs E with domiciliary care in line with her care plan, which caused her distress. It was also delayed in responding to Mrs D's complaint.	<p>After considering Mrs E's personal circumstances, the period of time she experienced distress and the number of failings in Mrs E's care, the Council agreed to pay Mrs E £600 in recognition of the distress she has experienced and poor care she has received; and pay Mrs D £200 in recognition of the uncertainty and distress she has experienced and the time and trouble in pursuing her complaint.</p> <p>The Council also agreed to:</p> <p>a) remind all care providers that it is a contractual and legal requirement to keep accurate records and provide these to the Council on request</p> <p>b) instruct all care providers to confirm that the above requirement is part of the induction for staff, and that they must reinforce this to all staff.</p>
7.	Adult Social Care	Ms Z complained that the Council did not follow its own procedures when its commissioned care provider proposed to withdraw its service from her mother, Mrs Y.	The Ombudsman found the Council was at fault as it did not follow its procedures when Mrs Y's care provider gave notice to end its service to her, but concluded this did not cause significant injustice to Ms Z and Mrs Y. The Ombudsman also found fault as the	The Council agreed to send a written apology to Ms Z for the avoidable time and trouble caused by its delay in responding to her complaint. The Council also agreed to ensure it follows its procedures on home care re-provision in the event it

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
			Council delayed significantly in responding to Ms Z's complaint, which caused avoidable time and trouble to her.	receives notices from a care provider to end its service to a service user.
8.	Customer Services	Ms N complained about the Council's decision to refuse her an application for a disabled person's travel pass.	The Ombudsman found the Council was at fault for the way it handled Mrs N's application for a disabled travel pass.	The Council agreed to apologise to Mrs N, award her a pass, and pay £150 for her time and trouble. In the absence of its own policies, the Council also agreed to follow the national guidance and check for any additional persons also affected by this fault.
9.	Special Educational Needs	Mrs X complained that the Council delayed in providing her daughter, H, with a finalised Education, Health and Care Plan; misinformed her and delayed in dealing with her requests for a personal budget; and did not provide H with a suitable education while she was out of school from October 2015.	The Ombudsman found the Council was at fault when it took too long to finalise H's Education, Health and Care Plan and deal Mrs X's complaints.	In addition to the action already taken by the Council (an apology and agreement to change the information it provides parents), the Council agreed to make Mrs X a financial payment of £300 for the stress and frustration it has caused her.
10.	Council Housing	Mr B complained about the Council's response to his request for compensation in relation to disrepair in his property and belongings damaged by damp.	The Ombudsman found there was some delay in the fitting of fans in the property.	The Ombudsman ordered the Council to make Mr B a payment of £100 in recognition of the shortfalls in service he experienced relating to the fitting of fans. The Ombudsman saw no justification to order the Council to increase the goodwill payment of £450 it had already offered in respect of damage to belongings.
11.	Adult Social Care	Mr A complained that the Council promised to consult his daughter (Ms C) before changing her care provider, but failed to do so.	The Ombudsman found that the Council should have involved Ms C in a consultation about a new care provider, and its failure to do so was fault, causing distress.	To remedy the injustice, the Council apologised and paid Ms C £100 for the avoidable distress this caused her.
12.	Adult Social Care	Mr Y complained that the care agency who provided a care service for his elderly aunt and uncle (Mr and Mrs B)	The Ombudsman noted that the Council had acknowledged that on occasions there were shortcomings in the timing and	The Ombudsman concluded the Council's actions had already remedied the injustice caused by poor service and there was no

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
		turned up late for calls, left his aunt in a soiled or wet state, and failed to complete Medical Administration Records (MAR) contemporaneously.	delivery of care calls; and had apologised for this, and adjusted the payments made accordingly. The Ombudsman found evidence that the Council had followed up with the agency, instances where Mr X reported late or unsatisfactory calls. Those actions remedied the injustice caused by late calls. There was no evidence available to investigate properly the allegations that MAR charts were not kept properly.	reason for the Ombudsman to pursue the complaint further. The agency no longer provides a service to Mr and Mrs B.
13.	Special Educational Needs	Mr and Mrs H complained that the Council had refused to backdate beyond April 2015 the expenses they had incurred in transporting their child to the school named in her statement of special educational needs.	The Ombudsman found the Council was at fault in failing to provide home to school transport or payment for this to the school named in a statement of special educational needs.	The Council issued a formal apology; reimbursed Mr and Mrs H for the distance travelled in transporting their daughter to and from school between October 2013 and April 2015 (£12,460.50) and paid them an additional £200 in recognition of the time and trouble they have been put to in pursuing this matter and in recognition of the delay in providing the financial support they were entitled to. The Council confirmed it has improved its practice in initial travel assessments to ensure that similar failings do not reoccur, but has further agreed to review out of city placements for other children where these have not been subject to review at tribunal.
14.	Adult Social Care	Mrs Y complained on behalf of her mother, Mrs S, that the Council failed to respond to her complaint in a timely and comprehensive manner; failed to provide her with weekly information about care provided to her mother; failed to respond to emails and phone	The Ombudsman found the Council was at fault for not having an adequate invoicing system and that it failed to communicate properly with Mrs Y during the complaint.	The Council had already apologised for failing to communicate properly with Mrs Y about its complaint handling, but agreed to take the following further action: a) Provide Mrs Y with electronic timesheets until the new invoicing system

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
Page 89		calls and provide reassurance that care was being properly provided; and prevented Mrs Y from speaking to certain officers and did not communicate with Mrs Y in a professional manner.		is in place. b) Remind officers about the importance of returning calls and emails from service users and their families; and to tell service users and their families about any delay and when they will be in a position to provide a substantive response; c) Review the outcome of this complaint and the issues identified in the implementation of its complaints procedure. The Council should remind officers to tell complainants if there is a change in the length of time it will take the Council to deal with a complaint. It should also update the complainant about timescales. The Council should also tell complainants if for whatever reason it decides not to investigate the whole or part of a complaint.
	15. Adult Social Care	Mrs A complained on behalf of her sister, Mrs X, that there was not enough help trying to find a care provider, and the social worker made mistakes on the support plan.	The Ombudsman found the Council was at fault because it did not do enough to help Mrs X find another care agency to support her, and it took too long to authorise a support plan. For a short period of time, Mrs X did not receive a care call.	The Council agreed to remedy the injustice by apologising to Mrs X and pay her £100 in recognition of her inconvenience.
	16. Adult Social Care	Mr X complained on behalf of his brother, Mr Y, that the Council failed to provide suitable care; failed to adequately support Mr Y to engage fully with his family; failed to deal properly with the allegation that a care worker punched him in the eye; and failed to respond effectively to Mr X's complaints about these issues.	The Ombudsman found the Council was at fault when it failed to provide suitable care to Mr Y through the care provider. The Council also failed to adequately support Mr Y to engage fully with his family. It also failed to involve Mr X in deciding about Mr Y moving home and failed to respond effectively in full to Mr X's complaints about these issues until December 2015. The Ombudsman did not find the Council was at fault in the way it dealt with the	The Council agreed to pay Mr Y £250 for the increased risk of harm it caused him due to the poor quality of care from the original care provider; and pay Mr X and Mr Y £100 each for the opportunities they lost because the original care provider failed to fully support Mr Y's engagement with the family; pay Mr X £100 for his time and trouble in bringing his complaints over at least three years. The Council has further agreed to ensure that Mr Y's support plan is properly implemented by

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
			allegation that a care worker punched Mr Y in the eye.	the current care provider.
17.	Streets Ahead	Mrs Z complained that the Council replaced a streetlight outside her house, moving its position, without consulting local residents. She complained this had obstructed her greatly valued view. Since starting work the Council refused to consider moving the light or to meet with her to discuss the matter.	The Ombudsman found no fault in the Council's installation of a replacement streetlight opposite Mrs Z's home. However, he did find fault in how the Council dealt with Mrs Z, including how her complaint was dealt with.	The Council agreed to write to Mrs Z to apologise for giving confusing and contradictory advice on whether, and by how much, the streetlight could be moved. The Council also agreed to consider how to give clearer and more consistent guidance on its flexibility to consider adjustments to lighting column installation in future.
18.	Streets Ahead	Mrs X complained the Council had put a street light outside her property without considering the impact this will have on light coming into her bedroom window. Mrs X also complained that the Council had treated her complaint in a dismissive and unprofessional way.	The Ombudsman found that the Council failed to redress the impact of new street lighting on Mrs X's property in a timely manner and the time taken to reduce the impact of the street light on Mrs X's property was excessive and amounted to fault.	The Council agreed to apologise and pay Mrs X £250 in recognition of the excessive time taken to resolve the impact of the new street light on her property.
19.	Streets Ahead	Ms B complained that the Council was at fault for installing a new streetlight outside of her property which shines into her bedroom making it difficult to sleep at night. She complained the Council has provided her with conflicting information and has been slow to correct the fault and to respond to her complaint. She complained the Council has also re-classified her road as an urban route.	The Ombudsman found the Council was at fault for providing Ms B with the wrong information about recommended light intensity levels for a street light outside of her property. This resulted in her pursuing her complaint six months longer than she needed to.	The Ombudsman closed her investigation on the basis the light level now falls below the recommended maximum light intensity and the Council did not need to take any further action to reduce it.
20.	Children and Families	Miss X complained that the Council had refused to consider her historic complaint that social workers failed to provide adequate support.	The Ombudsman found the Council was wrong to at first refuse to consider the complaint about the substantive matters.	The Council revisited its decision and agreed to deal with Miss X's complaint about actions by social services when she was a child.

	Service/ Partner	Complaint	Ombudsman Finding/Investigation Outcome	Remedy/Service Improvements
21.	Streets Ahead	Mr A complained that the Council placed a street light in the middle of a tree.	The Ombudsman did not start an investigation because in response to initial enquiries the Council decided to reconsider the complaint and to move the street light.	Officers visited the site and decided to move the light to the other side of the road.
22.	Parking Services	Mr X complained that the Council ignored emails he sent about a Penalty Charge Notice.	The Ombudsman did not start an investigation because in response to initial enquiries the Council explained it had found Mr X's emails and agreed to find out what went wrong; apologise to Mr X and cancel the PCN.	The Council cancelled the PCN and apologised to Mr X. The Council also agreed to review what went wrong.

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