

Reference	Service category	Ombudsman decision	Remedy
15004336	Environmental Services, Public Protection & Regulation	The Council was at fault, mainly, in its management of X's anti-social behaviour and noise nuisance case. The Council had apologised to X but this did not adequately address the distress and uncertainty caused to X by its poor case management. In recognition of the distress caused to X, the Council should pay a financial redress and improve its procedures for managing similar cases in the future.	Apology, financial redress, training & procedure change
15010311	Adult Care Services	The Council was at fault in not offering Mrs X's mother the choice of a care home that did not involve top-up payments. The Council failed to provide Mrs X with information about choosing a care home and the cost involved. The Council has agreed to pay Mrs X the cost of top-up payments she has made, plus a financial redress to acknowledge the confusion, time and trouble the Council has put her to. It has also agreed to take action to improve procedures for the future.	Financial redress, procedure change & reimbursement
15015327	Education & Children's Services	The Council failed to provide X and Y with British passports when they became looked after in August 2010. The Council is at fault and a remedy has been agreed.	Apology, financial redress & procedure change
16000148	Adult Care Services	Part of the complaint is upheld. There was fault in the Council requiring Mr and Mrs X to do the works identified. But it was not at fault to require a landlord gas safety certificate. Any fault in the record of the meeting and following letter was appropriately addressed in the Council's response. The offer to add Mr and Mrs X's comments to the record is appropriate. The Council's final response to the complaint was flawed in saying the records were not Council owned.	Update report with complainant's additional comments.
16001857	Adult Care Services	The Ombudsmen find fault on the part of a Council and Trust in regard to the efforts they made to identify and arrange an alternative placement for a vulnerable service user. This fault caused avoidable stress and has left a sense of doubt about whether a more appropriately managed process might have been less stressful and unsettling for the service user. The Ombudsmen find no fault in regard to the management of the move itself. The Ombudsmen found further fault in relation to the way the Council and Trust followed up concerns about other service users. The Ombudsmen has made recommendations to help address the identified fault.	Procedure change

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16001928	Environmental Services, Public Protection & Regulation	The Council failed to properly follow its procedures after it received a report that the complainant's car had been abandoned. The Council has agreed to take action to remedy the complainant's injustice.	Apology & Training
16002186	Adult Care Services	The Trust, which acted for the Council, was at fault because it did not give a choice of at least one vacant placement at the standard rate. And it gave no written information about top-up fees, did not enter into a written top-up agreement and did not establish whether the top-up was affordable for Ms X. This caused injustice because Ms X paid a top-up which she should not have had to pay.	Apology, financial redress & procedure change
16003321	Education & Children's Services	The Ombudsman will not investigate Mr X's complaint the Council failed properly to handle the assessment of his son's special educational needs and caused about 18 months delay. The Council has agreed to repay the tuition fees Mr and Mrs X have already paid, and a financial redress to recognise the injustice the Council caused them. It has apologised, and said it will review its procedures. We could not achieve more than the Council has now proposed and done to remedy the injustice caused to the family, so an investigation is not warranted.	Apology, financial redress, reimbursement & procedure change
16007352	Adult Care Services	The Council has corrected its error of charging for care which was not received.	The Council has remedied the injustice arising from overcharging.