

## Summary of LGO decisions in relation to upheld complaints

### Highways and Transport

The complaint alleged that the Council had reneged on its commitment to introduce a Traffic Regulation Order to address a particular car parking problem. The LGO discontinued the case after the Council confirmed it would commit funding and start the Traffic Regulation Order process.

### Education and Children's Services

The first of two Education and Children's Services complaints made to the LGO related to the Council's failure to fully remedy a matter relating to a child's long term care, which failure was felt to have caused injustice to the complainant. The LGO recommended that (a) the Council improve its administrative procedures and practices and (b) pay the complainant £2000 as acknowledgement of distress to feelings caused by the failure. The sum was also an acknowledgement payment for distress to feelings caused by delay in the Council making a decisive recommendation regarding the complainant's suitability as the child's long-term carers. Additionally the Council was recommended to pay £1000 to the child for the delay in identifying a permanent care arrangement. The council has improved its administrative procedure and practice and has paid the sum of £3000.

The second complaint concerned the provision of alternative education for a disabled child suitable support to the mother of the child. The LGO found that the Council had been slow in determining the provision and that this delay had caused the complainant significant disadvantage and recommended that the Council takes action to ensure it finalises amendments to statements. The Council accepted the LGO's recommendations and agreed to ensure that amendments to statements of provision were finalised within the required timescales.

### Environmental Services Public Protection and Regulation

The complaint concerned an insurance claim for damage caused to a wall on the complainant's property by trees located on adjoining council-owned land and, specifically, the "uncertainty and frustration" caused to the Complainant as a result of the delay by the Council's agent in dealing with the claim. The Council and its agent accepted the LGO recommendations to progress the claim, and also to apologise to the complainant and pay £200 in acknowledgement of the injustice caused. The Council also agreed to review the circumstances of this complaint in order to minimise any similar recurrences. The apology and payments have been made and the review has taken place.

### Benefits and Tax

The complaint concerned the Council's management of the Council Tax account for a tenanted property. The LGO found the Council to be at fault in not considering suspension of enforcement action when challenged by the landlord. In response to the LGO decision, the Council agreed to apologise for the failure to consider suspending debt collection and enforcement agent action and to pay the complainant

£150 in recognition of the avoidable distress and inconvenience caused by threats of visits from enforcement agents.