

COMPLAINTS UPHELD

Council	ONS Mid-Year Estimates 2012	Complaints Upheld 2015	Complaints 2015	Complaints 2014	Complaints 2013
Newcastle City	282,442	4	57	58	36
Nottingham City	308,735	6	110	115	53
Manchester City	510,772	18	156	216	79
Sheffield City	557,382	19	188	166	79
Bristol City	432,451	19	131	150	86
Leeds City	757,655	24	212	218	150
Liverpool City	469,690	20	169	169	90
Birmingham City	108,5417	53	578	541	227

Case Ref	Topic	LGO's Summary	Date	Complaint Type
13010270	Housing NCH	The Council is at fault in refusing to accept Ms R's application for housing unless she enters into an agreement to pay rent arrears from her previous tenancy. As the debt has become statute barred the Council's actions are contrary to its own policy and the law.	09/Apr/2014	Upheld
13016337	Housing NCH	Ms D complains, on behalf of Mr and Mrs S, the Council has not applied its housing allocation policy correctly. I find the Council was at fault in failing to consider all the relevant evidence. This casts doubt on the Council's decision on Mr and Mrs S's housing priority. The Council has agreed to review its decision which is a satisfactory remedy.	23/Apr/2014	Upheld
13002740	Education & Childrens Services	Nottingham City Council ('the Council') came under a duty to accommodate a child (C) between 28 February 2012 and 21 December 2012. C was in effect a Looked After Child, the care arrangement in effect a Council foster placement, and the complainant (Ms A) and her husband (Mr A) deemed Connected Person council foster carers. The Council accepts fault and has agreed to carry out the action described in paragraph 29 below.	23/Jul/2014	Upheld
14003407	Planning & Development	The Council was at fault for not telling Mr C about a planning application when it said it would do so but it is not responsible for the financial loss Mr C says he sustained as a result.	15/Sep/2014	Upheld
13012945	Education & Children's Services	The Council acted properly within the statutory child protection process and responded to further safeguarding concerns promptly. There was correct multi-agency involvement with the child. The Council failed to tell the referrer the outcomes of its actions. The Council tried to help the complainant engage in parenting assessments but did not clearly tell her of its expectations.	09/Dec/2014	Upheld
14011545	Education & Children's Services	The Ombudsman's decision Summary: The Council was at fault in the way in which it considered Mrs M's appeal against its refusal of free school transport for her daughter by minibus or taxi. But, she did not suffer injustice. The Council had already awarded free bus travel for her and her daughter between home and school.	23/Mar/2015	Upheld