

## Appendix A – Summary of upheld decisions by the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO) during 2021-2022

\* LGSCO decisions are published at <https://www.lgo.org.uk/decisions> except in cases where publication would make an individual identifiable. Further information about each case can be found using the below case reference numbers.

Adults and Health – Total of 3		
Reference and summary of complaint	Findings	Compensation and Learning
<b>20005194</b> - A care provider failed to deal with a resident's complaints properly.	<b>Finding:</b> Upheld  <b>Remedy:</b> Apology and compensation  <b>Compliance:</b> Yes. On time	<b>Compensation:</b> £100  <b>Reason Compensation Paid:</b> Time and trouble  <b>Learnings:</b> Continued monitoring of provider
<b>20008626</b> – Complaint about the council failing to make reasonable adjustments.	<b>Finding:</b> Upheld  <b>Remedy:</b> Apology and compensation. Appoint an independent social worker.  <b>Compliance:</b> Yes. Late	<b>Compensation:</b> £500  <b>Reason Compensation Paid:</b> Time and trouble  <b>Learnings:</b> Review with partners and conduct email assessments.
<b>20013705</b> – Complaint about stopping direct payments without notice.	<b>Finding:</b> Upheld  <b>Remedy:</b> Apology. Review care and support plan.  <b>Compliance:</b> Yes. Late.	<b>Compensation:</b> £0  <b>Reason Compensation Paid:</b> N/A  <b>Learnings:</b> N/A

Adults and Health and Barnet Homes – Total of 1		
Reference and summary of complaint	Findings	Compensation Reason and Amount
<b>21000686</b> – A care provider failed to provide appropriate care and support to a resident.	<b>Finding:</b> Upheld  <b>Remedy:</b> Review framework contact  <b>Compliance:</b> Yes. On time.	<b>Compensation:</b> £0  <b>Reason Compensation Paid:</b> N/A  <b>Learnings:</b> Review framework contract.

Assurance – Total of 1		
Reference and summary of complaint	Findings	Compensation Reason and Amount
<b>21000286</b> – The Council did not take sufficient action in respect of a neighbour who continuously allowed their dog to foul outside a resident's property.	<b>Finding:</b> Upheld  <b>Remedy:</b> Compensation, policy review and case review.  <b>Compliance:</b> Yes. Late	<b>Compensation:</b> £300  <b>Reason Compensation Paid:</b> Time and trouble  <b>Learnings:</b> Policy review.

<b>Barnet Homes – Total of 10 (6 LGSCO and 4 HO)</b>		
<b>Reference and summary of complaint</b>	<b>Findings</b>	<b>Compensation Reason and Amount</b>
<b>19000206</b> – Complaint regarding delayed homelessness application	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and compensation. Remind officers of processes.</p> <p><b>Compliance:</b> Yes. On time</p>	<p><b>Compensation:</b> £4,089</p> <p><b>Reason Compensation Paid:</b> £500 for distress as a result of delayed application and £3,589 for backdated rent and court fees.</p> <p><b>Learnings:</b> Remind officers of processes.  Review of practices and procedures.</p>
<b>20014163</b> – Complaint about the Council charging market price rent and being placed on a flexible tenancy rather than permanent one.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> None. The Council was found to have already remedied this issue.</p> <p><b>Compliance:</b> N/A</p>	<p><b>Compensation:</b> £0</p> <p><b>Reason Compensation Paid:</b> N/A</p> <p><b>Learnings:</b> N/A</p>
<b>21003556</b> – Complaint about Council delaying a suitability review and mis-naming the resident on more than twenty occasions.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> None.</p> <p><b>Compliance:</b> N/A</p>	<p><b>Compensation:</b> £0</p> <p><b>Reason Compensation Paid:</b> N/A</p> <p><b>Learnings:</b> Staff reminder</p>
<b>21005236</b> – Complaint regarding overcrowded accommodation.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and compensation</p> <p><b>Compliance:</b> Yes. On time.</p>	<p><b>Compensation:</b> £8,113</p> <p><b>Reason Compensation Paid:</b> £300 per month for each month the family lived in overcrowded accommodation</p> <p><b>Learnings:</b> Procedure review including improvements to communication with residents.</p>
<b>21009994</b> – Not offering family interim temporary accommodation.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Backdate banding to higher priority. Compensation.</p> <p><b>Compliance:</b> Yes. On time</p>	<p><b>Compensation:</b> £1,000</p> <p><b>Reason Compensation Paid:</b> Time and trouble</p> <p><b>Learnings:</b> Procedure review</p>
<b>21012763</b> – Complaint about homelessness application and delays in providing a review decision.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and Compensation. Staff reminder.</p> <p><b>Compliance:</b> Yes. On time.</p>	<p><b>Compensation:</b> £100</p> <p><b>Reason Compensation Paid:</b> Time and trouble</p> <p><b>Learnings:</b> Staff reminder</p>

<b>Barnet Homes – Total of 10 (6 LGSCO and 4 HO)</b>		
<b>Reference and summary of complaint</b>	<b>Findings</b>	<b>Compensation Reason and Amount</b>
<b>Housing Ombudsman reference: 202014754</b> – Complaint regarding the landlord’s handling of drain repairs and pest control reports.	<b>Finding:</b> Maladministration  <b>Remedy:</b> Compensation. Information to be provided to resident. Structural survey at the property.  <b>Compliance:</b> Yes. On time.	<b>Compensation:</b> £400  <b>Reason Compensation Paid:</b> £250 - Distress and inconvenience. £150 - reimbursement for private pest control treatment  <b>Learnings:</b> N/A.
<b>Housing Ombudsman reference: 202007436</b> - Complaint about the landlord’s handling of maintenance works	<b>Finding:</b> Maladministration  <b>Remedy:</b> Compensation and case review.  <b>Compliance:</b> Yes. On time.	<b>Compensation:</b> £350  <b>Reason Compensation Paid:</b> Distress and inconvenience.  <b>Learnings:</b> N/A.
<b>Housing Ombudsman reference: 202006969</b> - Complaint about the handling of roof repairs.	<b>Finding:</b> Partial maladministration  <b>Remedy:</b> Compensation  <b>Compliance:</b> Yes. On time	<b>Compensation:</b> £150  <b>Reason Compensation Paid:</b> Distress and inconvenience  <b>Learnings:</b> N/A
<b>Housing Ombudsman reference: 202011856</b> - Complaint about the landlord’s response to the resident’s complaint.	<b>Finding:</b> Partial maladministration  <b>Remedy:</b> Compensation.  <b>Compliance:</b> Yes. On time.	<b>Compensation:</b> £75  <b>Reason Compensation Paid:</b> Failure to respond to information provided in stage 2 complaint.  <b>Learnings:</b> N/A.

<b>Customer Support Group – Total of 3</b>		
<b>Reference and summary of complaint</b>	<b>Findings</b>	<b>Compensation Reason and Amount</b>
<b>20004895</b> - Poor handling of council tax support request and housing benefit entitlement.	<b>Finding:</b> Upheld  <b>Remedy:</b> Apology and compensation.  <b>Compliance:</b> Yes. On time	<b>Compensation:</b> £300  <b>Reason Compensation Paid:</b> Distress, time and trouble  <b>Learnings:</b> Staff reminder and guidance.
<b>21006741</b> - The Council failed to deal with a council tax reduction claim.	<b>Finding:</b> Upheld  <b>Remedy:</b> Apology and compensation.  <b>Compliance:</b> Yes. Late	<b>Compensation:</b> £150  <b>Reason Compensation Paid:</b> Avoidable inconvenience  <b>Learnings:</b> Guidance provided to staff.

Customer Support Group – Total of 3		
Reference and summary of complaint	Findings	Compensation Reason and Amount
<b>21016834</b> – Complaint regarding council tax liability.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and compensation. Policy review.</p> <p><b>Compliance:</b> Yes. On Time</p>	<p><b>Compensation:</b> £250</p> <p><b>Reason Compensation Paid:</b> Time and trouble</p> <p><b>Learnings:</b> Policy review. Staff reminder and additional guidance</p>

Environment – Total of 2		
Reference and summary of complaint	Findings	Compensation Reason and Amount
<b>20010615</b> – Complaint about council’s considerations of a complaint regarding an allotment association.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and compensation. Review process.</p> <p><b>Compliance:</b> Yes. On time</p>	<p><b>Compensation:</b> £250</p> <p><b>Reason Compensation Paid:</b> Time and trouble</p> <p><b>Learnings:</b> Policy change</p>
<b>21000417</b> - The Council refused to pay for replacement bins used by residents of a block of flats.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Review decision, processes, and policy.</p> <p><b>Compliance:</b> Yes. Late</p>	<p><b>Compensation:</b> £0</p> <p><b>Reason Compensation Paid:</b> N/A</p> <p><b>Learnings:</b> Policy review and change</p>

Family Services – Total of 2		
Reference and summary of complaint	Findings	Compensation Reason and Amount
<b>20005525</b> – Complaint about Social workers situation during child protection enquiries.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and compensation. Training for staff.</p> <p><b>Compliance:</b> Yes. Late</p>	<p><b>Compensation:</b> £300</p> <p><b>Reason Compensation Paid:</b> Distress and frustration.</p> <p><b>Learnings:</b> Staff training and Domestic Violence Programme offer updated.</p>
<b>21001540</b> – The council delayed a stage two review and had not arranged a stage three hearing.	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology and compensation. Hold hearing.</p> <p><b>Compliance:</b> Yes. Late</p>	<p><b>Compensation:</b> £300</p> <p><b>Reason Compensation Paid:</b> Time and trouble</p> <p><b>Learnings:</b> Processes reviewed with LGSCO to understand expectations regarding early referrals to the Ombudsman.</p>

<b>Regional Enterprise (Re) – Total of 3</b>		
<b>Summary of Complaint</b>	<b>Findings</b>	<b>Compensation Reason and Amount</b>
<p><b>20005505</b> – Complaint regarding the grant of planning permission for a two-storey development next to the complainant’s home.</p>	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Compensation.</p> <p><b>Compliance:</b> Yes. Late</p>	<p><b>Compensation:</b> £200</p> <p><b>Reason Compensation Paid:</b> Avoidable inconvenience and loss of opportunity to object to the application.</p> <p><b>Learnings:</b> Staff reminder</p>
<p><b>20012100</b> - The Council failed to inform a resident about changes to a planning application for a neighbouring property.</p>	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> Apology.</p> <p><b>Compliance:</b> Yes. Late</p>	<p><b>Compensation:</b> £0</p> <p><b>Reason Compensation Paid:</b> N/A</p> <p><b>Learnings:</b> Staff reminders regarding communication improvements and regular updates to residents.</p>
<p><b>20001128</b> - The Council has not enforced against a developer for breaches of planning control.</p>	<p><b>Finding:</b> Upheld</p> <p><b>Remedy:</b> None</p> <p><b>Compliance:</b> N/A</p>	<p><b>Compensation:</b> £0</p> <p><b>Reason Compensation Paid:</b> N/A</p> <p><b>Learnings:</b> Staff reminders regarding timely updates of case notes and attention to detail.</p>