

## Appendix 2 - Lost opportunities to resolve complaints before progression to the Ombudsman

Case	Council Decision	Council remedy	LGO decision	LGO remedy	Decision challenged
<b>1. Highways - Citywide Highways -</b> Failure to unblock a drainage gully for 14 months, causing repeat flooding to a resident's driveway	Upheld	Apology, explanation of why there have been delays, prioritising works, £50 compensation	The LGO found fault in the failure to resolve the blocked gully, the substantial delay in doing so and the Council's failure to correctly process her complaints as complaints instead of repeat requests for service	£300 compensation and a review of procedures	No
<b>2. Highways - Parking Services -</b> Enforcement of a Fixed Penalty Notice against a different person who happened to have the same name	Upheld	Apology, explanation of the chain of events, refund of fees of £100, compensation of £300 from the bailiffs and a change in procedures in relation to complaints relating to bailiffs	The bailiffs did not obtain sufficient information to verify that the registered keeper and complainant were the same person. The bailiffs also did not notify the Council of the Stage one complaint the complainant made directly to the bailiffs. The Council failed to respond to correspondence the complainant sent to it	Agreed with the refund of £100, £300 compensation from the bailiffs, but made a recommendation for an additional compensation of £250 from the Council, and an apology	No
<b>3. Children's Services - Access and Inclusion -</b> Resident denied a Free Travel pass in 2017/18 academic year when it was granted for the previous academic year	Heard through appeals process, not as a complaint	Appeal declined	The Council's policy suggests that children who are about to enter Years 8-11, in the same school that they have attended in the previous year(s), should be prepared to change to a nearer school if an appropriate place has become available there. However, this is not explained in its local policy, nor is it an approach supported by the statutory guidance. This is fault.	£100 and review of policy	Yes

Case	Council Decision	Council remedy	LGO decision	LGO remedy	Decision challenged
<b>4. Strategic Development - Strategic Housing -</b> Application of housing policy vis overcrowding	Heard by Wythenshawe Community Housing Group - not upheld	Explanation	The Ombudsman considered the Housing Allocations Policy so unclear that it could not assess whether the family had been wrongly denied a larger property or not	£500 compensation and review of policy	Yes
<b>5. Children's Services - Localities -</b> Guardianship allowance dispute	Partially upheld	Complainant should be financially assessed retrospectively for this period. Written explanation what the SGO allowance is for. Assessment of the family's needs to confirm the family are receiving all they are entitled to. £250 time and trouble payment.	The Council should have paid the special guardianship allowance earlier and its calculation of the allowance was wrong. The Council agreed the allowance should be backdated to November 2013 but the amount was calculated correctly. The Ombudsman agrees with this assessment.	No further remedy recommended	No
<b>6. Children's Services - Localities -</b> Failure to assess and address child's needs whilst in care, leading to lost education, distress and inconvenience	No fault	Explanation	The Council acted with fault in that it failed to: <ul style="list-style-type: none"> <li>• Properly explain to Ms X in writing why it needed to place Y on a school roll to fund the college placement she and Y had chosen and why therefore independent funding could not be approved or sought;</li> <li>• Provide Y with consistent alternative educational provision while a Looked After Child and give clear advice on who had responsibility for provision and support.</li> </ul>	Apologise; put measures in place to restore relationships between the parent, child, educational establishments and the Council; fund additional educational provision; £150 time and trouble payment	Yes

Case	Council Decision	Council remedy	LGO decision	LGO remedy	Decision challenged
<b>7. Children's Services - Access and Inclusion</b> - School transport appeal	Considered through appeals process	Considered through appeals process	The Council could not evidence that its panels had considered all the evidence provided by the applicant.	Hold a fresh Stage one appeal. Revision of process to ensure appropriate consideration and recording of all evidence	No
<b>8. Adult Social Care</b> - complainant's mother accumulated a debt of unpaid care contributions. Complainant says this is because the Council did not consider mother's capacity	Not upheld	Explanation	The Ombudsman did not find fault in the way in which the Council assessed the couple's capacity to manage her contribution towards her care package, the Council should have involved the daughter in her mother's financial assessment when her mother moved into residential care.	Send a written apology to the daughter; share the lessons learned above with staff within its adult social care and finance departments.	No
<b>9. City Treasurers - Revenues and Benefits</b> - Housing Benefit claim dispute from 2014/15	Not upheld	Explanation	Subsequent to the Stage 2, further information was found that demonstrated that the complainant was correct.	£250, removal of summons costs and plain English explanation of how entitlement has been calculated	No
<b>10. Children's - Social Care</b> - Parent complains about a perceived lack of action taken/ communication regarding safeguarding concerns	Not upheld	Explanation	There is no evidence of fault in the Council's actions to respond to safeguarding concerns but it gave confusing information about the status of the case.	Apologise for not contacting him as agreed, and for the inaccuracies/ lack of clarity in its complaint response letters; explain the current status his daughter's case.	No

Case	Council Decision	Council remedy	LGO decision	LGO remedy	Decision challenged
<b>11. Highways - Parking Services -</b> Council's refusal to hear a representation after the Penalty Charge Notice has been paid	Considered through representations process	Considered through representations process	The Ombudsman has found the Council was at fault as the PCN did not make it clear that Mr X could not pay the discounted charge and make a formal representation within 28 days.	Refund the £30 and allow an appeal; change of wording on PCNs	Yes

## **Appendix 3 - Examples of praise recorded for 2018-19**

### **Children and Families**

#### **Praise for a Social Worker**

"I just wanted to compliment REDACTED on these reports. I felt as if I knew the young person and her family before I had met them and felt very well-prepared for the meeting having read the information."

#### **Praise for a Social Worker**

"I had some really positive feedback from a young person. She said REDACTED is the best social worker she has ever had. That she scored her as 10 out of 10. That she appreciates that REDACTED has been there for her and feels she can trust her and she is not just doing her job which is how she felt with other social workers."

#### **Praise for a Social Worker**

"I want to compliment Mark. Not only was his report very detailed and comprehensive, but also I was extremely impressed at the way he had her next placement staff going into her current placement at North Manchester General Hospital to see them deliver all aspects of her daily care. This will have been an invaluable insight for them and for the young person, it means she knows each staff member before [the move]. I can't recall a better planned move. It must have been hard work but I'm sure it will all be worth it for the young person" ..

#### **Praise for a Social Worker**

"REDACTED has received some lovely feedback from a child she is working with. REDACTED, this is wonderful to see the positive impact your work has had on these children".

#### **Praise for a Social Worker from a barrister**

"In my opinion the social worker provided clear and succinct evidence. She withstood the challenges from both the mother's and children's advocates and maintained her strong and heartfelt view about the LA's position and the reasons why. She came across as completely committed to ensuring that the children she is responsible for, from a safeguarding perspective, are her primary focus. It did not appear to any observer that this was the first occasion that she had given evidence!"

#### **Praise for an Early Help Worker from a young person**

"Means so much Thank you.without u I wouldn't of gone u don't no how thankful I am to have u in my life Thank u so much u r helping me become better n better each day. I can do this n I will."

#### **Praise for a Social Worker from a foster carer following a successful transition of placement:**

"I'm very grateful for everything you did for this child and will be forever thankful.We deffinatly got the best outcome for her and I look forward to watching her grow into an even more amazing little girl than she is already."

## **Corporate Core**

### **Praise for two Revenues and Benefits Customer Contact Centre agents**

REDACTED called a resident back and during the call complimented both REDACTED and REDACTED. He said they were both helpful and understanding and he appreciated that REDACTED sent him a link to claim Council Tax Support and that REDACTED put the account on hold.

### **Praise for an Environment on Call agent**

I had an issue with my bins, the problem went on for over 4 weeks. I had sent three email requests on the online service, but the situation remained unrectified. I phoned and wanted to thank your staff member on the refuse dept, she was amazing rectifying the problem almost immediately. She handled the problem sympathetically and I'd like to say she was extremely helpful and sorted my issue.

### **Praise for a Customer Service Centre agent**

REDACTED was very helpful and polite while dealing with my query in the customer service centre.

### **Praise for an Environment on Call agent**

Positive feedback from REDACTED. Asked on Monday for the grass to be cut near his home, spoke to a very polite lady and grass was cut this morning. REDACTED said "Fantastic job, very fast service, well done to Manchester City Council."

### **Praise for a Complaints and Information Compliance Coordinator**

REDACTED wishes to address praise to REDACTED for being so helpful with making the arrangements to have the requested disabled bay made. REDACTED is thankful for REDACTED's efficiency and working professionalism towards this request.

## **Neighbourhoods**

### **Praise for a member of staff at Central Library**

Many thanks to REDACTED for all his help and patience with two old people. He is a very polite and patient person and so friendly, he deserves a pat on the back! Hope you keep him and take care of him!

### **Praise for a member of staff at Venue Library**

Praise for REDACTED - because he did way more than his job in helping me photo copying. Without his help I would never have managed. I was very stressed and he took control and sorted everything. Absolutely wonderful man, a credit to you.

### **Praise for Parking Services officers**

Praise for REDACTED - Christie Parking Scheme. He was very helpful.

### **Praise for Bereavement Services**

Card from REDACTED: "Thank you so much for all your help in arranging to scatter REDACTED'S ashes beside our son REDACTED. Your care and compassion made this difficult time so much easier to handle. Please also thank REDACTED for her help."

### **Praise for Compliance and Enforcement Officers**

I just wanted to drop you both a line and say a huge thank you for the enforcement operation you ran for us at REDACTED this weekend. It's fantastic that you were able to seize more than 400 items and the deterrent effect that the operation will have had on sellers is enormous... We sincerely appreciate your support.

### **Praise for Waste and Recycling Strategy Officers**

I would be grateful if you could pass on my thanks to the person in Waste and Recycling

Neighbourhood's Directorate who dealt with my complaint and arranged for a new grey waste bin to be delivered this morning. Thank you.

### **Praise for Bereavement Services Officers**

"I would just like to say a huge thank you to you for all of your assistance in dealing with the transfer of the grave papers and the arrangement of the interment of my mother's ashes yesterday. Your colleagues at the grave side were very helpful and discreet and we all very much appreciate what you and they have done for all of us."

### **Praise for a Private Sector Housing Compliance and Enforcement Officer**

Firstly, the contracts have been exchanged today on the property. Secondly, I thank you for your guidance thro a sale and granting me an exemption. Forgive me for this generalisation but historically, I have not found Local Council easy or receptive to work with - you have been helpful, consistent and reliable to communicate with. So refreshing and for which I am most grateful. A credit to your job. Should you be party to appraisals, you deserve this documented. Thank you.

### **Praise for a Parking Services Officer**

I'd just like to thank Manchester city council and REDACTED for listening and helping me with a recent bus lane fine..thank you

### **Praise for Biffa**

Wanted to thank everybody for removal of the fly-tipping - believes they did a good job and really does appreciate it.

### **Praise for Neighbourhood Officers**

Thank you so much that you solve this big problem for rubbish on the corner. And thank you so much that you cleaned the whole territory. I am grateful for your hard work thank you so much.

### **Growth and Development**

#### **Praise for Planning Services**

Many Thanks . Most helpful . Please record that on your Corporate Feedback Thank You.

#### **Praise for Planning Services**

I would like to express my gratitude to a member of your staff. I was given incorrect advice by some planners and I phoned REDACTED to explain my frustration with the planners regarding the pre-planning application. REDACTED transferred me to

REDACTED and I was very grateful that you had a planner like REDACTED as she is a 'star' of the planners who gave me very helpful advice; I changed an unused building with a right of permitted development into dwellings for three families. In this economic climate this was the only way they could find accommodation, and this was all thanks to REDACTED and her honest and true advice. I would truly like to thank you for employing REDACTED on your team.

**Praise for Premises Licensing Services**

Thank you for your very detailed response. It is good to see the people in Manchester are in safe hands.