

Appendix 2 - Summary of cases Investigated by LGSCO

The LGO investigated 2 complaints in 2022/23, a summary of the complaint and the decision of the LGSCO is as follows.

LGO Case Number 21 012 667

Benefits and Tax

LGSCO Decision: Upheld

1	<p>Summary of Complaint: Ms X informed that monies was owed, the time period was when I had transferred over to UC and there was a delay in processing the claim. I sent evidence twice on 07/21 I received a letter from Bristow Suitor saying they were chasing the debt. I submitted a complaint on the 13/09/21. I received a response on the 24/09/21 I telephoned Cherwell and spoke to someone who said I would receive a call from the complaints team. I never did. I have since attempted to make contact and no-one has responded to my emails.</p>
2	<p>LGSCO Decision Summary: Ms X complains about the Council's decision to take enforcement action for historic council tax arrears and the handling of her vulnerability as a debtor. We do not find fault in the Council's decision to pursue the historic debts. However, we have found fault in the Council's handling of Ms X's vulnerability as a debtor. To remedy this, the Council has agreed to apologise to Ms X, review Ms X's case with the bailiffs and make a service improvement.</p>
3	<p>Agreed Action: Within four weeks of my final decision, the Council has agreed to: a) apologise to Ms X for the fault causing injustice; b) make Ms X a payment of £100 for the distress caused. This payment is in line with the Ombudsman's published guidance on remedies; and, c) consider Ms X and her daughter's vulnerability and review her case with the Bailiff to decide what action, if any should be taken, in enforcing her debt. The Council should write to Ms X with the reasons for any decision made. 54. Within two months of my final decision, the Council has agreed to circulate guidance to staff on how to assess and handle potential vulnerability of debtors</p>
4	<p>Agreed Action Completed Evidence to LGO a) 20 July 2022 Letter of apology sent to Ms X and request bank details make LGO recommended payment of £100. b) 19 August 2022 – LGO advised of the guidance that has been circulated to the team regarding vulnerability and enforcement action and advised that the team had also attended a course hosted by IRRV – Institute of Revenues Rating and Valuation with link to presentation c) Ms X had still not responded re Bank details</p>
5	<p>LGO Satisfaction confirmation We are satisfied you have taken reasonable steps to carry out the agreed actions and accept it has not been possible to fully implement the remedy on this occasion. We have ended our involvement with this case and recorded an outcome of 'Remedy not complete but satisfied'. Remedy not completed as Bank details not received from Ms X</p>

LGO Case Number 21 015 015

Planning and Development

Decision: Not Upheld

1	<p>Summary of Complaint</p> <p>Mrs F has made a complaint about the Councils approach to planning and the development of land in her local area. In general terms, she complains about flawed decisions by the Council relating to policy, planning conditions and enforcement actions, Mrs F alleges the primary injustice to her is harm to the natural wildlife in her local area. She also explains the councils decisions have failed to mitigate harm to the character of the area she lives in.</p>
2	<p>LGSCO Decision Summary:</p> <p>We found the majority of issues raised by Mrs F are late and that the Ombudsman has no legal jurisdiction to investigate them. Moreover we have no means to assess the primary injustice alleged by Mrs F. We also do not consider it is likely that there has been any fault by the Council with respect to its consideration of taking enforcement action. For these reasons we have discontinued our investigation.</p>