

COMPLAINTS TO THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN ABOUT SALFORD CITY COUNCIL BETWEEN 31 MARCH 2018 AND 31 MARCH 2019

SUMMARY OF COMPLAINTS THAT WERE UPHELD

- [Salford City Council \(18 016 136\)](#)
-

Statement Upheld Disabled facilities grants 21-Mar-2019

Summary: Mrs X complained that the Council took too long to identify the cause of defects in her wet room and took too long to arrange effective repairs. A previous investigation by the Ombudsman found that there was fault in the way the Council dealt with the matter. I have completed my investigation on the basis that the Council has agreed to carry out suitable works to the wet room, and offer a financial remedy to Mrs X.

- [Salford City Council \(18 005 419\)](#)
-

Statement Upheld Council tax 15-Jan-2019

Summary: Mrs X complains that the Council refuses to take back her council tax debt from bailiffs, which she says it should have done because of her vulnerability. She complains about the way the Council handled her complaint, and says the Council contacted her doctor without her permission. She says this has caused her stress and cost her time and trouble. Despite largely finding no fault with the way the Council handled collecting the debt, the Ombudsman finds some fault with the Council for failing to call Mrs X as promised, and with its complaint handling. The Council has agreed to apologise to Mrs X, make a payment to recognise the faults, and review its complaints procedure. The Ombudsman has not investigated the part of Mrs X's complaint about the Council contacting her doctor. This is because the Information Commissioner's Office is better placed to deal with complaints of this nature.

- [Salford City Council \(18 004 913\)](#)
-

Statement Upheld Assessment and care plan 15-Jan-2019

Summary: Mr X complained the Council failed to clearly explain the top up fee procedures and delayed carrying out a financial assessment of his late mother, Mrs M. On the evidence I have seen the Council was at fault. It failed to clearly explain the top up fee procedure, did not carry out an initial risk assessment of Mrs M, delayed the financial assessment and requested a contribution from Mr X after it assessed Mrs M should not be moved from the care home. This leaves Mr X with a sense of uncertainty over whether he should have had to pay the top up. The Council has agreed to refund the amount Mrs M paid when it delayed the assessment, refund the top up fee paid by Mr X after the Council's risk assessment of Mrs M and pay Mr X £250 to acknowledge the frustration and uncertainty caused by its faults. It has also agreed to review its procedures.

- [Salford City Council \(17 007 658\)](#)
-

Statement Upheld Disabled facilities grants 23-Aug-2018

Summary: the Council took too long to identify the cause of recurring defects in a wet room in Mrs X's home and arrange effective remedial works. The Council funded the wet room with a Disabled Facilities Grant to meet Mrs X's needs as a disabled person. The Council acted as Mrs X's agent and appointed the building contractors who carried out the original works and later remedial works. The delay has caused Mrs X some avoidable distress and inconvenience.

- [Salford City Council \(17 011 463\)](#)
-

Statement Upheld Child protection 11-Jul-2018

Summary: Mr B complains about the Council's assistance in facilitating contact between him and his daughter, its investigation into safeguarding concerns, its communications and its response to his complaint. The Ombudsman has found some fault in the Council's communication and response to Mr B's complaint and recommends the Council apologise to Mr B.

- [Salford City Council \(17 011 597\)](#)
-

Statement Upheld Planning applications 20-Apr-2018

Summary: Mrs X complained about the Council's failure to protect her amenity when it approved the change of use of a property next to her home. There was fault in the way the Council made its decision, which the Council accepts. The Council agreed to remedy the time and trouble it caused in bringing her complaint to the Ombudsman.

- [Salford City Council \(17 007 704\)](#)
-

Statement Upheld Safeguarding 20-Apr-2018

Summary: Ms X complained the Council failed to meet the needs in her care and support plan, to respond appropriately to a safeguarding concern, to provide a stair lift and to provide her with suitable advocacy support, taking into account her autism. The Council properly assessed Ms X's needs. The delay in meeting these needs was not due to fault by the Council. There was no fault in the way it assessed her need for adaptations or in its response to the safeguarding concern. The Council failed to properly consider whether Ms X required advocacy to support her in the care planning process and with a request for disabled adaptations to her home. It has already identified an appropriate individual to provide advocacy support to Ms X through the care planning process. The Council has also agreed to consider whether she needs advocacy to progress the application for disabled adaptations.
