

# APPENDIX C

## SATISFACTORY REMEDY DECISIONS

- [Tameside Metropolitan Borough Council \(19 000 851\)](#)
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Statement Upheld Child protection 10-Sep-2019

Summary: Ms X complains about the way the Council conducted a child and family assessment in May and June 2017. She also complains it did not disclose information about her then partner's full history of domestic violence during the assessment, nor did it do enough to support her and her children through this assessment and the others which followed. The Council has acknowledged it was at fault for failing to provide Ms X with a copy of the child and family assessment completed in June 2017. Likewise, it was at fault for not recording why C's father or his childminder were not contacted during the assessment. However, we have found it was not at fault in relation to the other parts of the complaint. It has already acted to remedy the injustice caused by the faults that have been identified. Nevertheless, we recommend it shares this decision with its social workers to prevent these faults from reoccurring. The Council has agreed to carry out this recommendation.

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- [Tameside Metropolitan Borough Council \(18 018 880\)](#)

Statement Upheld Council tax 14-Jun-2019

Summary: Mrs A complains the Council wrongly involved enforcement agents to recover council tax when she was not liable for a rented property. She says this caused stress and financial difficulty. The Ombudsman's decision is that the Council has provided an appropriate remedy for its faults.