

Received

Reference	Category	Received
19000399	Environmental Services & Public Protection & Regulation	05 Apr 2019
19001069	Planning & Development	30 Sep 2019
19001410	Environmental Services & Public Protection & Regulation	26 Apr 2019
19002079	Planning & Development	09 May 2019
19002099	Planning & Development	09 May 2019
19002112	Planning & Development	09 May 2019
19002113	Planning & Development	09 May 2019
19002122	Planning & Development	09 May 2019
19002182	Planning & Development	10 May 2019
19002183	Planning & Development	10 May 2019
19002247	Benefits & Tax	14 May 2019
19002253	Planning & Development	14 May 2019
19003890	Environmental Services & Public Protection & Regulation	11 Jun 2019
19005416	Environmental Services & Public Protection & Regulation	12 Jul 2019
19005685	Environmental Services & Public Protection & Regulation	11 Jul 2019
19005806	Environmental Services & Public Protection & Regulation	08 Jul 2019
19006613	Benefits & Tax	08 Aug 2019
19009336	Planning & Development	04 Sep 2019
19010952	Environmental Services & Public Protection & Regulation	30 Sep 2019
19011641	Environmental Services & Public Protection & Regulation	09 Oct 2019
19012692	Environmental Services & Public Protection & Regulation	28 Oct 2019
19014758	Planning & Development	27 Nov 2019
19019795	Environmental Services & Public Protection & Regulation	25 Feb 2020

Decisions

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
18008402	Planning & Development	07/05/2019	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	I recommend the Council: <ul style="list-style-type: none"> • reviews its enforcement processes to ensure investigations are timely and, where decisions may be time-critical, as in the construction of houses in this case, reaches its decision on what action to take without delay and keeps the complainant informed of key steps in the process. • undertakes a review of its planning application processes to ensure officers are fully aware of the current Government guidance on use of conditions and the six tests they should apply. • undertakes a review of its planning and enforcement records to ensure they provide a clear audit trail of decision-making through complete decision records, case officer notes and relevant correspondence, to comply where necessary with the Openness in Local Government Regulations 2014 and good practice as set out in the Ombudsman's September 2018 Guidance 'Recording planning Decisions'.
18010039	Corporate & Other Services	17/04/2019	Not Upheld	no mal		
19000399	Environmental Services & Public Protection & Regulation	05/04/2019	Referred back for local resolution	Premature Decision - advice given		
19001069	Planning & Development	03/12/2019	Not Upheld	Other reason not to continue with investigation		
19001410	Environmental Services & Public Protection & Regulation	26/04/2019	Referred back for local resolution	Premature Decision - advice given		
19002079	Planning & Development	09/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002099	Planning & Development	09/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002112	Planning & Development	09/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002113	Planning & Development	09/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002122	Planning & Development	09/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002182	Planning & Development	10/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002183	Planning & Development	10/05/2019	Referred back for local resolution	Premature Decision - advice given		
19002247	Benefits & Tax	14/06/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19002253	Planning & Development	14/05/2019	Referred back for local resolution	Premature Decision - advice given		
19003890	Environmental Services & Public Protection & Regulation	06/12/2019	Not Upheld	no mal		
19005416	Environmental Services & Public Protection & Regulation	21/08/2019	Referred back for local resolution	Premature Decision - referred to BinJ		
19005685	Environmental Services & Public Protection & Regulation	24/02/2020	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide information/advice,Other Remedy	The Council's insurers will issue their decision on liability and the Council will review its procedures. This is to ensure that a clear pathway of communication is in place between it and its insurers and that all relevant staff are clear about what is expected of them in relation to claims made against the Council.
19005806	Environmental Services & Public Protection & Regulation	25/11/2019	Not Upheld	no mal		
19006613	Benefits & Tax	20/12/2019	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19009336	Planning & Development	04/09/2019	Referred back for local resolution	Premature Decision - advice given		
19010952	Environmental Services & Public Protection & Regulation	30/09/2019	Referred back for local resolution	Premature Decision - advice given		
19014758	Planning & Development	04/02/2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		

Compliance

Reference	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18002365	Environmental Services & Public Protection & Regulation	25-Mar-19	Apology Procedure or policy change/review	25-Apr-19	01-Apr-19	Remedy complete and satisfied
18008402	Planning & Development	07-May-19	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	07-Aug-19	07-Aug-19	Remedy complete and satisfied