

Appendix B.LGO compliance and recommendations summary 2018/19

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
18001055	Education & children's Services	20/04/18	Premature Decision - advice given	Referred back for local resolution	Null	
18001293	Planning & Development	25/04/18	Premature Decision - advice given	Referred back for local resolution	Null	
17017607	Adult Care Services	30 /04/18	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18001008	Adult Care Services	09/05/18	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
17017266	Adult Care Services	11/05/18	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18002666	Education & children's Services	21/05/18	Premature Decision - advice given	Referred back for local resolution	Null	
17017516	Education & children's Services	23/05/18	no mal	Not Upheld	Null	
18000971	Environmental Services & Public Protection & Regulation	06/06/18	Sch 5.5A/5.5B Social housing landlord	Closed after initial enquiries	Null	
17018917	Adult Care	16/07/18	no mal	Not Upheld	Null	

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
	Services					
18004158	Environmental Services & Public Protection & Regulation	18/08/19	At request of complainant	Closed after initial enquiries	Null	
18008192	Education & Children's Services	29/08/18	S26(1) Not an admin function of authority	Closed after initial enquiries	Null	
18006784	Planning & Development	24/09/18	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18009168	Education & Children's Services	26/10/18	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18012665	Education & Children's Services	14//11/18	Premature Decision - advice given	Referred back for local resolution	Null	
18008594	Education & Children's Services	17/12 /18	no mal	Not Upheld	Null	
18012967	Environmental Services & Public Protection & Regulation	09/01/19	26B(2) not made in 12 months	Closed after initial enquiries	Null	
18015337	Environmental Services & Public Protection & Regulation	10/01/19	Premature Decision - advice given	Referred back for local resolution	Null	
18006369	Education & children's Services	11/01/19	mal & inj	Upheld	Apology, Financial redress: Avoidable distress/time and trouble,	Review its policy and procedures to ensure the correct criteria are applied in

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					New appeal/review or reconsidered decision, Procedure or policy change/review, Training and guidance	future in similar cases. Review the content of decision letters to ensure compliance with the Council's revised policy. Arrange training for both officers and panel members on the revised policy to ensure it is properly understood and applied in future.
18014175	Education & children's Services	28/01/19	Sch 5.1 court proceedings	Closed after initial enquiries	Null	
18002254	Adult Care Services	31/01/19	no mal	Not Upheld	Null	
18013158	Education & children's Services	04/02/19	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18017045	Planning & Development	08/02/19	Premature Decision - advice given	Referred back for local resolution	Null	
18017398	Environmental Services & Public Protection & Regulation	13/02/19	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18011520	Education & children's Services	28/02/19	no mal	Not Upheld	Null	
18008782	Adult Care Services	29/03/19	no mal	Not Upheld	Null	