

Reference	Authority	Category	Received
22018188	City of York Council	Highways & Transport	23/06/23
23000020	City of York Council	Corporate & Other Services	06/04/23
23000216	City of York Council	Planning & Development	12/04/23
23000524	City of York Council	Housing	18/04/23
23000530	City of York Council	Planning & Development	18/04/23
23000736	City of York Council	Housing	20/04/23
23001150	City of York Council	Education & Childrens Services	14/08/23
23001684	City of York Council	Highways & Transport	12/05/23
23002454	City of York Council	Highways & Transport	25/05/23
23002531	City of York Council	Planning & Development	26/05/23
23002741	City of York Council	Planning & Development	01/06/23
23003514	City of York Council	Corporate & Other Services	14/06/23
23003984	City of York Council	Education & Childrens Services	13/07/23
23005149	City of York Council	Environmental Services & Public Protection & Regulation	13/07/23
23005159	City of York Council	Housing	13/07/23
23005471	City of York Council	Highways & Transport	19/07/23
23005908	City of York Council	Benefits & Tax	26/07/23
23006207	City of York Council	Benefits & Tax	31/07/23
23006625	City of York Council	Highways & Transport	07/08/23
23007320	City of York Council	Environmental Services & Public Protection & Regulation	16/08/23
23007897	City of York Council	Corporate & Other Services	18/10/23
23009888	City of York Council	Housing	14/11/23
23011019	City of York Council	Adult Care Services	19/10/23
23011051	City of York Council	Planning & Development	20/10/23
23011530	City of York Council	Environmental Services & Public Protection & Regulation	23/10/23
23011812	City of York Council	Adult Care Services	01/11/23
23019379	City of York Council	Planning & Development	29/02/24
23011844	City of York Council	Education & Childrens Services	01/11/23
23013197	City of York Council	Benefits & Tax	21/11/23
23013454	City of York Council	Adult Care Services	26/01/24
23013979	City of York Council	Education & Childrens Services	13/12/23
23014405	City of York Council	Education & Childrens Services	11/01/24

23014467	City of York Council	Planning & Development	12/12/23
23016269	City of York Council	Housing	29/02/24
23015981	City of York Council	Adult Care Services	17/01/24
23016035	City of York Council	Planning & Development	16/01/24
23016138	City of York Council	Corporate & Other Services	15/02/24
23016368	City of York Council	Education & Childrens Services	06/02/24
23016432	City of York Council	Benefits & Tax	19/01/24
23016698	City of York Council	Planning & Development	25/01/24
23017119	City of York Council	Environmental Services & Public Protection & Regulation	31/01/24
23017432	City of York Council	Highways & Transport	29/02/24
23017967	City of York Council	Adult Care Services	13/02/24
23018048	City of York Council	Education & Childrens Services	15/02/24
23019133	City of York Council	Benefits & Tax	27/02/24
23019220	City of York Council	Adult Care Services	05/03/24
23019266	City of York Council	Adult Care Services	29/02/24
23019517	City of York Council	Housing	04/03/24
23020075	City of York Council	Environmental Services & Public Protection & Regulation	12/03/24

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
22012570	City of York Council	Planning & Development	20/04/23	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision, Provide training and/or guidance, Procedure or policy change/review	The Council will remind officers dealing with complaints of the need to ensure the relevant records are checked so complaint responses do not contain inaccurate information. The Council will put a procedure in place to ensure building control officers keep clear records of visits and telephone conversations.
22015072	City of York Council	Adult Care Services	15/11/23	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	The Council will review and amend its policy of not completing Deprivation of Liberty standard authorisations when a person is in hospital.

22015115	City of York Council	Housing	18/07/23	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	Review its record keeping procedures to ensure appropriate guidance and reminders are sent to relevant staff to ensure the Council updates information about risks such as domestic abuse and restraining orders on applicants' files. This is to ensure the Council is aware of such risks when properties are offered and avoids offering properties in areas where the applicant would be placed at risk of domestic abuse or other risks.
22017655	City of York Council	Adult Care Services	28/06/23	Upheld	fault & inj	New appeal/review or reconsidered decision, Apology, Financial redress: Avoidable distress/time and trouble	
22018188	City of York Council	Highways & Transport	11/07/23	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
23000020	City of York Council	Corporate & Other Services	06/04/23	Referred back for local resolution	Premature Decision - advice given		
23000216	City of York Council	Planning & Development	24/05/23	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
23000524	City of York Council	Housing	18/04/23	Advice given	Signpost - go to complaint handling		

23000530	City of York Council	Planning & Development	18/04/23	Referred back for local resolution	Premature Decision - advice given		
23000736	City of York Council	Housing	20/04/23	Advice given	Signpost - go to complaint handling		
23001150	City of York Council	Education & Childrens Services	27/02/24	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision,Provide training and/or guidance	The Council will remind relevant social workers to manage expectations and to be mindful of how they communicate with carers about financial offers which remain subject to management approval. This could be through a briefing paper, team meeting or part of a training session. The Council will remind those involved in statutory children's complaint investigations, and investigating officers, of the timescales in the statutory guidance. This could be through a briefing paper, team meeting or part of a training session.
23001684	City of York Council	Highways & Transport	05/06/23	Closed after initial enquiries	Not warranted by alleged fault		
23002454	City of York Council	Highways & Transport	29/06/23	Closed after initial enquiries	Not warranted by alleged fault		
23002531	City of York Council	Planning & Development	15/06/23	Closed after initial enquiries	26B(2) not made in 12 months		

23002741	City of York Council	Planning & Development	04/09/23	Not Upheld	Other agency better placed		
23003514	City of York Council	Corporate & Other Services	03/07/23	Closed after initial enquiries	Not warranted by alleged fault		
23003984	City of York Council	Education & Childrens Services	22/08/23	Closed after initial enquiries	Not warranted by alleged injustice		
23005149	City of York Council	Environmental Services & Public Protection & Regulation	13/07/23	Referred back for local resolution	Premature Decision - advice given		
23005159	City of York Council	Housing	13/07/23	Advice given	Signpost - go to complaint handling		
23005471	City of York Council	Highways & Transport	20/07/23	Closed after initial enquiries	26(6)(c) Court remedy		
23005908	City of York Council	Benefits & Tax	05/09/23	Referred back for local resolution	Premature Decision - referred to Organisation		
23006207	City of York Council	Benefits & Tax	13/10/23	Closed after initial enquiries	At request of complainant		
23006625	City of York Council	Highways & Transport	05/01/24	Not Upheld	no fault		
23007320	City of York Council	Environmental Services & Public Protection & Regulation	15/01/24	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	The Council will share the Ombudsman's guidance on effective complaint handling for local authorities with relevant officers and managers. This will help to ensure complaints are investigated and followed up, where necessary, in a robust manner.

23007897	City of York Council	Corporate & Other Services	10/11/23	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
23011051	City of York Council	Planning & Development	20/10/23	Referred back for local resolution	Premature Decision - advice given		
23011530	City of York Council	Environmental Services & Public Protection & Regulation	05/03/24	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide services to person affected, Procedure or policy change/review	Review the Council's process for issuing reminders to the waste crews to identify any improvements in how it carries out its assisted collection service
23011812	City of York Council	Adult Care Services	04/12/23	Closed after initial enquiries	Not warranted by alleged injustice		
23013197	City of York Council	Benefits & Tax	21/11/23	Referred back for local resolution	Premature Decision - advice given		
23013979	City of York Council	Education & Childrens Services	16/02/24	Referred back for local resolution	Premature Decision - referred to Organisation		
23014405	City of York Council	Education & Childrens Services	23/02/24	Closed after initial enquiries	Sch 5.1 court proceedings		
23014467	City of York Council	Planning & Development	30/01/24	Closed after initial enquiries	S27 not by member of the public		
23015981	City of York Council	Adult Care Services	28/02/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
23016035	City of York Council	Planning & Development	01/03/24	Closed after initial enquiries	Not warranted by alleged injustice		
23016368	City of York Council	Education & Childrens Services	19/02/24	Referred back for local resolution	Premature Decision - referred to Organisation		

23016432	City of York Council	Benefits & Tax	02/02/24	Referred back for local resolution	Premature Decision - referred to Organisation		
23016698	City of York Council	Planning & Development	21/02/24	Referred back for local resolution	Premature Decision - referred to Organisation		
23017119	City of York Council	Environmental Services & Public Protection & Regulation	01/03/24	Closed after initial enquiries	Not warranted by alleged fault		
23017432	City of York Council	Highways & Transport	27/03/24	Closed after initial enquiries	Not warranted by alleged fault		
23017967	City of York Council	Adult Care Services	13/02/24	Incomplete/Invalid	Insufficient information to proceed and PA advised		
23019517	City of York Council	Housing	06/03/24	Referred back for local resolution	Premature Decision - referred to Organisation		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
22011700	City of York Council	Environmental Services & Public Protection & Regulation	09/03/23	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance New appeal/review or reconsidered decision	06/04/23	02/04/23	Remedy complete and satisfied
22012570	City of York Council	Planning & Development	19/04/23	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Provide training and/or guidance Procedure or policy change/review	20/07/23	29/06/23	Remedy complete and satisfied
22015072	City of York Council	Adult Care Services	15/11/23	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	15/01/24	15/01/24	Remedy complete and satisfied
22015115	City of York Council	Housing	17/07/23	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	18/09/23	17/09/23	Remedy complete and satisfied
22017655	City of York Council	Adult Care Services	27/06/23	New appeal/review or reconsidered decision Apology Financial redress: Avoidable distress/time and trouble	26/07/23	09/08/23	Remedy completed late
23007320	City of York Council	Environmental Services & Public Protection & Regulation	15/01/24	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance	12/02/24	14/02/24	Remedy complete and satisfied

Explanatory notes

Cases received

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

Cases decided

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

Advice given: We provided early advice or explained where to go for the right help.

Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

Upheld: We completed an investigation and found evidence of fault, or we found the organisation accepted fault early on.

Not upheld: We completed an investigation but did not find evidence of fault.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 15 May 2024 of a remedy achieved before 31 March 2024, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.