

Omb Ref	Directorate	Service Area	Date of Final Decision	Outcome	Summary of Final Decision	Actions (as list with dates for completion)	Date Actions Complete (as corresponding list)
21003235	CSC	Lado	27/07/2021	Closed after initial enquiries - out of Jurisdiction	We will not investigate this complaint about the Council not closing a child protection investigation, so it could not issue a satisfactory employment reference. We have no power to investigate personnel matters.	NA	NA
20009040	EAP	licensing	17/09/2021	not upheld no maladministration	Mr C complained the Council was at fault for not awarding him a hackney carriage taxi licence, failing to follow its own policy and guidelines and for proposals to place conditions on vehicles that licences could be released to in the future. Mr C also said that the Council did not follow its own timescales when dealing with his complaint. We find no fault with the Council's decision not to award a licence to Mr C and related matters.	NA	NA
21004625	EAP	Highways	9/8/21	closed after initial enquiries NFA	Mr X complains about the Council's introduction of a new road layout in his town. We will not investigate this complaint. This is because there is not enough evidence of fault which warrants our involvement.	NA	NA
21006851	EAP	Highways	17/09/2021	closed after initial enquiries NFA	Mr X complains the Council has not allowed him to install a dropped kerb. We will not investigate this complaint as there is insufficient evidence of fault by the Council.	NA	NA
21005105	People	Adult Social Care	16/09/2021	closed after initial enquiries NFA	We will not investigate this complaint about the alleged misconduct by Council staff dealing with an issue raised by the complainant. This is because it is unlikely a further investigation would add to the Council's response.	NA	NA

21007417	Place	parking	27/09/2021	closed after initial enquiries NFA	We will not investigate this complaint about the Council's escalation of a penalty charge notice as the Council has resolved the matter.	NA	NA
20006711	place	planning	24/09/2021	Maladministration and no injustice	Mr X complains about the way the Council granted planning permission for a House in Multiple Occupation (HMO). He says the Council failed to properly investigate his objections, failed to follow its own guidelines, and failed to engage with his questions. Mr X says this caused him to lose confidence in the planning process. He says another HMO in the area will increase the potential for antisocial behaviour and parking problems. The Ombudsman finds the Council at fault for delays updating its HMO database. However, the Ombudsman does not find the fault caused Mr X an injustice.	The Council has identified the need to review its approach to updating and monitoring the HMO database. It says it will review its approach and review the team's resources to enable timely updates of data onto the HMO database. It says it will also review the HMO database and begin any proportionate and reasonable action needed to resolve cases where necessary planning permission is not in place. This is positive.	Ongoing / not yet reached deadline