OMBUDSMAN ONGOING CASES - 2010/11

Cllrs Notified:	Service Mail Ref	Name and Address	Date Received	Ombudsman Ref	Summary of complaint	Comments
D J Carroll, J Gibbs & R C Pushman 26/11/10		Mr E Furness Oaklin Warrendene Raod Hughenden Valley HP14 4LY	4.11.10	10 012 363/sxp	Complaint regarding review of Standards Complaint by Standards Review Sub-Committee: Decision based on incorrect information	Response sent 26/11/10 Update from LGO - prov view that no Malad but needs to be checked when new LG Ombudsman in post (? April 2011)
M Abdul-Karim, J White & M Yasin 29/03/11	7991	Mr D Akram 94 West Wycombe Road High Wycombe HP12 3AA	21.02.11	10 016 552 CK & 10 019 784 CK	Complaint regarding planning enforcement at 92 West Wycombe Rd, and failure of Env Health to take effective action re nuisance arisng from building works at 92 West Wycombe Rd	Response sent 25.03.11
D W Devine LGO Enquiry TBA with response letter	8519	Mr H Soliman Flat 6 Saunderton Lodge Wycombe Road High Wycombe HP14 4JB	22.02.11	10 019 303/sxp	Complaint that Council has not placed complainant in suitable temporary homelessness accommodation with regard to his disability etc.	Complainant now residing at HM Prison on remand
TOTAL						3

OMBUDSMAN CLOSED CASES - 2010/11

			OMBUSMAN CATEGORY											
Service	Date Received	Ombudsman	Summary of complaint	Comments	ON	00	JIVI	IIV C	<u> </u>	LOUNT				
	(Date closed)	Ref	Cammary or complaint	Comments										
	(=,													
					NIN/	10	\circ	OD	N/I	TOTAL				
6600	15.02.10	09 015 862/MRP	The Council:	No	INIV	LO	OJ	OD	IVII	TOTAL				
0000	(14.04.10)	00 010 002/11/11	Has failed to rectify damp	Maladministration										
	,		problems within the property											
			during the last 12 months; and											
			2) Has failed to follow procedures											
			when assessing the household's medical needs for the housing											
			register.		1									
6425	15.02.10	09 014 433/AG	That the Council has failed to take	No	Ė									
	(14.04.10)		proper action to prevent people	Maladministration										
			accessing her garden from the											
			museum grounds after hours											
			using the wall on the other side of her boundary fence Although the											
			Council has offered to plant											
			shrubs against her mesh fence											
			she feels this is not a solution.											
					1									
7239	23.04.10	09 016 637/fce	Council did not use powers to	No Maladministration										
	(23.04.10)		investigate nuisance and make sure that Thames Water took	(Direct decision										
			action to prevent periodic flooding	without investigation	1									
			of their property		1									
7286	14.06.10	09 017 965/PBM	Council should not have granted	No Maladministration										
	(14.06.10)		planning permission for neighbouring site and failure to	(Direct decision										
			take enfocement action with	without investigation										
			regard to encroachment and tree											
			damage.											
	05.05.40	10.001.001/505		Ombudsman's	1									
7760	25.05.10 (25.05.10)	10 001 231/FCE	Management of Higginson Park Improvement Project	Discretion (Direct										
	(23.03.10)		improvement roject	decision without investigation)										
				- '				1						
7078	18.06.10	10 000 916	Council at fault in granting	No Maladministration										
	(18.06.10)		planning permission for neighbour's rear extension due to	(Direct decision										
			lack of privacy.	without investigation	1									
					1									
7546	25.05.10	09 014 143/DS	Council did not properly consider	No										
	05.07.10)		Mrs Pusey's	Maladministration										
			housing/homeslessness application.											
			аррисацоп.											
					1									
6478	26.07.10	10 001 489/PBM	Council was at fault in issuing a	No Maladministration										
	(26.07.10)		Certificate of Lawfulness to	(Decision without										
			neighbour in respect of work carried out to his property.	investigation)	1									
7699	18.08.10	10 006 414/PBM	Council was at fault when it	No	-	-		-						
, 0 , 7	(18.08.10)		considered a planning application	Maladministration (Decision without										
			for a neighbouring development.	investigation)										
					1			<u> </u>						

0	MBUD	SMA	N SE	RVICE A	REA					
P/BC	Local Tax	ASB	Hsg	Env Healti	Hsg Repairs	Benefits	Transport & Highways	Licens ing	Other	
			1							
									1	Leisure
				1						
1										
1										
1										
			1							
1										
1										

Service	Date Received	Ombudsman	Summary of complaint	Comments																
Mail Ref	(Date closed)	Ref			NM L	s o)J (DD	MI	TOTAL	P/BC	Local Tax	ASB	Hsg	Env Healt	Hsg Repairs	Benefits	Transport &		Other
6790	17.6.10 (05.10.10)	10 003 584/FCE	Council provided misleadng pre- application advice in relation to a proposed change of use at 19 Rose Avenue.	Local Settlement [£1437.50 - reimbursement of fees/costs in relation to planning application]		1					1									
	05.07.10 (11.10.10)	10 004 186/DS	Final offer of property at 24 Milton Place is unsuitable due to disability.	No Maladministration	1									1						
	27.10.10 (27.10.10)	10 011 456/PBM	Complaint re planning permission for storage facility close to complainant's homeand lack of enforcement action.	Ombudsman's Discretion				1			1									
2342	17.09.10	10 009 145/sxp	Complaint regarding planning permission granted to neighbour's property and responses to complaints made to WDC	Outside Jurisdiction			1				1									
	04.01.11 (04.01.11)	10 013 277	Complaint regarding procedures in relation to proposed new Stadium site, Booker.	Ombudsman's Discretion (Direct decision without investigation)				1			1									
8419	04.01.11 (04.01.11)	10 013 302	Complaint regarding procedures in relation to proposed new Stadium site, Booker.	Ombudsman's Discretion (Direct decision without investigation)				1			1									
8049	14.10.10	10 011 690/DS	Complaint re homelessness procedures - failure to interview complainant; failure to make adequate inquiries before s184 decipies and failure to place in appropriate housing band on the register.	Local Settlement (£300 - time, trouble and distress to complainant)		1								1						
	10.02.11 (10.02.11)	10 014 763	Complaint regarding Disability Grants procedure for application ir 2004.	Outside Jurisdiction			1													1
					9	2	2	4	0	17	10	0	0	4	1	0	0	0	0	2

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