OMBUDSMAN ONGOING CASES - 2011/12

		Date Received	Ombudsman Ref	Summary of complaint	Comments
D Carroll, D Morgan, A G Jones TBA	9428	20/10/11	11 012 779/DS	Complaint that the Council has delayed unreasonably in completing its inquiries and issuing a decision on the homelessness application made on 28 June 2011.	
ТВА	9128	20/10/11	11 007 986	The complainant is unhappy that the Council has changed its household waste collection service. It has ceased collecting refuse sacks of household waste from her home in place of collecting waste deposited in wheeled bins.	Response due by 16/11/11
					2

OMBUDSMAN CLOSED CASES - 2011/12

								CATE	GO	RY	OMBUDSMAN SERVICE AREA												
Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments																			
	(Date closed)				NM	ID (LS)		ID (OD)	мі	TOTAL		P/BC	Local Tax	ASB	Hsa	Env Servic	Hsq	Benefits	Transport & Highways	Licensi	Other		
5397	12.04.11 (12.04.11)	10 023 091/AP	Complaint re reclaim of overpaid tenant's Housing Benefit	Outside Jurisdiction			1	,										1					
7991	21.02.11 (25.05.11)	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	No Maladministration														1					
8403	25.05.11 (25.05.11)	11 001 189	Council was at fault in failing to change its Local Plan to reflect the county-wide Rural Strategy Action Plan with regard to building rural affordable housing. The Council paid money to a charity to implement this element of the Strategic Plan instead of doing the work itself. This top-down approach contradicted government guidance on allowing communities to take the lead.	Discontinued (OD)	1			1															
8110	4.11.10 (03.06.11)	10 012 363/sxp	Complaint regarding review of Standards Complaint by Standards Review Sub-Committee: Decision based on incorrect information	Investigation Discontinued (OD)				1													1		
8625	01.07.11 (Prov View) 26.07.11	10 022 000	Complaint regarding Disabilities Facilities Grant. Complainants wished to obtain grant to cover full cost of conversion to garage to living space.	Investigation Discontinued (OD)				1									1						
8753	27.07.11 (10.10.11)	11 007 616/sxp	Planning procedures in relation to refusal of planning permission for house at 52 Old Hardenwaye, High Wycombe for many years - recent Certificate of Lawfulness now given for development				1						I										

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	(Date closed)				NM	ID (LS)	OJ	ID (OD)	MI	TOTAL	P/BC	Local Tax	ASB	Hsq	Env Servic	Hsg	Benefits	Transport & Highways	Licensi ng	i Other
9097	08.08.11 (08.08.11)	11 008 106 CK	Parking Ticket appeal - now sent to Traffic Enforcement Centre at Northampton County Court	Outside Jurisdiction			1								1	_				
8519	22.02.11 25.08.11	10 019 303/sxp	Complaint that Council has not placed complainant in suitable temporary homelessness accommodation with regard to his disability etc. Complainan now residing elsewhere.	Maladministration											-					
8894	15.06.11 & 29.07.11 (31.08.11)	10 022 925/DS	Complaint that Council provided incorrect advice and deemed complainant intentionally homeless, and followed incorrect procedures with regard to homelessness application	Investigation Discontinued - Injustice remedied	1									1_						
8618	01.08.2011 (10.11.11)	10 021 902	Inadequate housing repairs; ASB behaviour causing complainant to leave property; and problems with Housing Benefit payments causing rent arrears.	Not in Jurisdiction (OJ) and discretion not exercised		1								1						
8050	24.06.11 (15.07.11)	10 022 810	Neighbour's planning applications to extend and re-build their house have resulted in a ridge height that is 400mm higher than it should be and windows directly facing the complainant's property - not been fixed shut and obscure glazed - in breach of planning conditions. The proximity of the new flank wall means that his boiler flue needs re-positioning.	Investigation Discontinued			1	1			1			1						
					2	1	4	4	0	11	4	0	0	3	1	1	1	0	0	1