

STANDARDS AND ETHICS INDICATORS 2015

Reporting Officer: Lloyd White, Head of Democratic Services

SUMMARY

This report sets out summary information on a range of topics, by which to gauge the corporate health of the Authority in relation to Standards and Ethics.

RECOMMENDATION: That the report be noted.

INFORMATION

The Committee has agreed to receive regular reports on a range of standards and ethics indicators and presenting this information in the public arena will demonstrate that the Council is conducting its business in a lawful, transparent manner and that any transgressions are dealt with according to due process.

1. **Audit Commission public interest reports**

Nil.

2. **Whistle-blowing incidents reported**

Nil

3. **Challenges to procurement decisions**

1 challenge received relating to a Homecare Tender (ongoing)

4. **Employment Tribunal (ET) and Employment Appeal Tribunal (EAT) Cases Received and/or Settled and/or Ongoing**

In 2014, 5 ET cases were considered / ongoing. Of these claims:-

- 1 claim was withdrawn relating to unfair dismissal and wrongful dismissal
- 1 claim was dismissed by the ET relating to unfair dismissal, detrimental treatment for making protected disclosure
- 1 claim was settled relating to failure to consult under TULCRA, Unfair dismissal, Race discrimination and victimisation
- 2 ET cases are live or ongoing, relating to;
 - Race discrimination, harassment, victimisation, unfair constructive dismissal, automatic unfair dismissal, unfair dismissal, unauthorised deduction of wages, wrongful dismissal
 - Unfair dismissal, disability discrimination, unauthorised deduction of wages, wrongful dismissal.

In 2014, 3 EAT cases are were considered / ongoing relating to;

Race discrimination
Unfair dismissal, Wrongful dismissal, failure to consult under TUPE, unauthorised deduction of wages, redundancy payment, TUPE

Unfair dismissal, detriment for making a protected interest disclosure, wrongful dismissal, holiday pay

Schools Cases

In addition in 2014, 2 ET/EAT cases relating to schools were considered / ongoing

1 claim was withdrawn relating to unfair dismissal and age discrimination

1 case is ongoing relating to race discrimination

5. Declarations of Interest made by officers in relation to Council contracts

Date	Details of interest, contract, etc:	Department / Team
11 March 2014	Buy to Let Property purchased with spouse in LBH.	Corporate Fraud Investigation Team
17 June 2014	Consultants providing training, support or services to staff in relation to Simone's House, run by PBT Social Care are family members of staff within Disability Service.	Learning Disability Health Team, Disability Service
16 July 2014	Appointment of Parent Governor at Warrender Primary School.	Finance, Procurement & Commissioning
31 July 2014	Right to Buy application for member of staff employed within Legal Services who undertake the legal work on behalf of the Council.	Legal Services, Administration
2 September 2014	May be involved in tendering contracts for security consultants. Brother-in-law owns a security consultancy that specialises in CCTV, burglar alarms etc.	Community Safety Team
14 September 2014	Specific subject area is Floristry & Interior Design. Does not have many contracted hours to teach, however undertakes workshops and events and makes up floral designs for LBH events i.e. Mayors charity events, library and community centre openings.	Adult Learning
26 September 2014	Trustee of Halo Children's Foundation - a charity which supports children and their families suffering with bereavement.	Democratic Services

6. Declarations of Interest made by Members at Meetings

Note: A Member with a *pecuniary* interest in any matter being considered must declare that interest, not speak or vote on the item and leave the meeting. A Member with a *non-pecuniary* interest must declare that interest but may remain in the meeting, speak and vote. If, however, a member of the public, knowing all the relevant facts, would view the non-pecuniary interest as so significant that it is likely to prejudice the Member's judgment of the public interest, then that Member must declare that interest, not speak or vote on the item and must leave the room whilst that item is being considered.

6th January, 2014 - Standards Committee

Complaint

- Councillor Riley - Non Pecuniary - Knew someone living in the same road as the complainant.
- Councillor Lewis - Non Pecuniary - Had previously met the complainant on a different matter
Both remained in the room and took part in discussions on the item.

7th January, 2014 - Audit Committee

6. Internal Audit - Progress Report for 2013/14 Quarter 3

- Councillor G Cooper - Non Pecuniary - wife is a Governor of St Andrews School. He remained in the room and took part in discussions on the item.

16th January, 2014 - Council

8. Motions

- Councillor Bliss - Pecuniary - employed by a company based at Heathrow Airport. Left the room during the consideration thereof.

23rd January, 2014 - Cabinet

10. Establishment of a Hillingdon Safer Neighbourhood Board

- Councillor Riley - Non Pecuniary - a nominated Councillor on the Hillingdon Safer Neighbourhood Board. Remained in the room during the discussion and vote on the item.

23rd January, 2014 - Executive Scrutiny Committee

5. Consideration of Any Call-Ins

- Councillor Riley - Non Pecuniary - a nominated Councillor on the Hillingdon Safer Neighbourhood Board. Remained in the room during the discussion and vote on the item.

6th February, 2014 - Health and Wellbeing Board

8. Update - Allocation of S106 Health Facilities Contributions

- Councillor Simmonds - Non Pecuniary - registered at one of the surgeries included within the report. Remained in the room during the consideration thereof.

11th February, 2014 - Major Applications Planning Committee

8. Chadwick Building, Brunel University, Cleveland Road, Uxbridge 532/APP/2013/3688

- Councillor Hensley - Non Pecuniary - an Academic Advisor at Brunel University. Withdrew from the room.

10. St Helen's School, Eastbury Road, Northwood 7402/APP/2013/3414

- Councillor Morgan - Non Pecuniary - his child attended the school. Withdrew from the room and did not vote on this item.

13th February, 2014 - Cabinet

6. The Council's Budget 2014/15 and Medium Term Financial Forecast

- Councillor D Mills - Non Pecuniary - as a local resident affected by High Speed 2. Remained in the room during the discussion and vote on the item.

Standards Committee

09 March 2015

7. Schools Budget 2014/15

- Councillor D Mills - Non Pecuniary - Chairman of Ruislip High School. Remained in the room during the discussion and vote on the item.
- Councillor Corthorne - Non Pecuniary - a Governor at the Sacred Heart Catholic Primary School. Remained in the room during the discussion and vote on the item.

8. Update on High Speed 2

- Councillor D Mills - Non Pecuniary - a local resident affected by High Speed 2. Remained in the room during the discussion and vote on the item.

18th February, 2014 - Central & South Planning Committee

13. Block F, Drayton Garden Village, Porters Way, West Drayton 5107/APP/2013/3032

- Councillor Bridges - Pecuniary - in the process of buying a property in the area. Withdrew from the meeting for discussion on this item.

19. Enforcement Report

- Councillor Hensley - Non Pecuniary - had asked officer to investigate the enforcement action. Withdrew from the meeting for discussion on this item.

20th February, 2014 - Council

6. High Speed 2 - Authority to Petition in Parliament

- Councillor D Mills - Non Pecuniary - as a local resident affected by High Speed 2. Remained in the room during the consideration thereof.

6th March, 2014 - Major Applications Planning Committee

9. Brunel University, Kingston Lane, Hillingdon 532/APP/2014/28

- Councillor Hensley - Non Pecuniary - Academic Advisor at Brunel University. Withdrew from the room and did not vote on this item.

11th March, 2014 - Audit Committee

5. Deloitte - 2013/14 Annual Audit Plan

- Councillor G Cooper - Non Pecuniary - a contributor to the Local Government Pension Fund. He remained in the room and took part in discussions on the item.
- Councillor Harmsworth - Non Pecuniary - a Member of the Pensions Committee and a contributor to the Local Government Fund. He remained in the room and took part in discussions on the item.
- Councillor Graham - Non Pecuniary - a Member of the Pensions Committee. He remained in the room and took part in discussions on the item.

12th March, 2014 - Central & South Planning Committee

15. 40 Frays Avenue, West Drayton 3650/APP/2013/2962

- Councillor Duncan - Non Pecuniary - lived close to the application site. Withdrew from the meeting for discussion on this item.

9. Brunel University, Cleveland Road, Uxbridge 532/APP/2014/54

- Councillor Hensley - Non Pecuniary - As an ex-don and advisor to the University. Withdrew from the meeting for discussion on this item.

12. 87 Pole Hill Road, Hillingdon 50163/APP/2013/3600

- Councillor Bridges - Non Pecuniary - had previously spoken to residents about the application. Withdrew from the meeting for discussion on this item.

20. Enforcement Report

- Councillor Duncan - Non Pecuniary - lived close to the site. Withdrew from the meeting for discussion on this item.

Standards Committee

09 March 2015

20th March, 2014 - Cabinet

19. Academy Conversion - Ruislip High School

- Councillor D Mills - Non Pecuniary - Chairman of Governors of Ruislip High School. Remained in the room during the discussion and vote on the item.
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16th April, 2014 - Children, Young People and Learning Policy Overview Committee

8. Quarterly Child Social Care Audit Update 2013/2014

- Councillor Crowe - Non Pecuniary - Council's representative to the Reserve Forces' and Cadets' Association for London. Remained in the room during the meeting and took part in the discussions.

6. Forward Plan

- Councillor Crowe - Non Pecuniary - Council's representative to the Reserve Forces' and Cadets' Association for London. Remained in the room during the meeting and took part in the discussions.

7. Work Programme

- Councillor Crowe - Non Pecuniary - Council's representative to the Reserve Forces' and Cadets' Association for London. Remained in the room during the meeting and took part in the discussions.
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22nd April, 2014 - Central & South Planning Committee

6. 48 Pole Hill Road, Hillingdon 33924/APP/2014/360

- Councillor Bridges - Non Pecuniary - had previously spoken to residents about the application. Withdrew from the meeting for discussion on this item.

5. 115 The Greenway, Uxbridge 21611/APP/2013/3445

- Councillor Stead - Non Pecuniary - had previously spoken to residents about the application. Withdrew from the meeting for discussion on this item.

17. Enforcement Report

- Councillor J Cooper - Non Pecuniary - had previously spoken to officers about the site. Withdrew from the meeting for discussion on this item.
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7th May, 2014 - Major Applications Planning Committee

11. Northwood College Educational Foundation, Maxwell Road, Northwood 2082/APP/2014/600

- Councillor Markham - Non Pecuniary - had visited the site a number of times and was briefly acquainted with 3 representatives present at the meeting. Remained in the room and took part in the decision of this item.
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12th June, 2014 - Major Applications Planning Committee

7. Brunel University, Kingston Lane, Uxbridge 532/APP/2014/30

- Councillor Hensley - Non Pecuniary - an Academic Advisor at Brunel University. Withdrew from the room during consideration thereof.
- Councillor Curling - Pecuniary - an employee of Brunel University. Withdrew from the room during consideration thereof.

9. Land adjoining Guru Nanak Sikh Academy, Beaconsfield Road, Hayes 4450/APP/2014/1427

- Councillor Dhillon - Non Pecuniary - had made Members enquiries on the item. Withdrew from the room during consideration thereof.
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12th June, 2014 - Central & South Planning Committee

21. 8 Cleveland Road, Uxbridge 32669/APP/2014/837

- Councillor Chamdal - Non Pecuniary - knew the applicant in a professional capacity Withdrew from the room during consideration thereof.
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Standards Committee

09 March 2015

28. Enforcement Report

- Councillor Dhillon - Non Pecuniary - had made Members enquiries on the item. Withdrew from the room during consideration thereof.
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17th July, 2014 - Major Applications Planning Committee

8. Riverside Health & Racquets Club, Ducks Hill Road, Northwood 272/APP/2014/1234

- Councillor Higgins - Non Pecuniary - one of the tennis coaches was known to him. Remained in the room and took part in the decision of this item.
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17th July, 2014 - North Planning Committee

7. 3 Canterbury Close, Northwood 68984/APP/2014/1820

- Councillor Graham - Non Pecuniary - lived in the road where the application was sited. Withdrew from the room during consideration thereof.
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24th July, 2014 - Cabinet

11. Contract Extension: Carers Support Service and Young Carers Service

- Councillor G Cooper - Non Pecuniary - a relative to a Board Member of Hillingdon Carers. Remained in the room during the discussion and vote on the item.
 - Councillor J Cooper - Non Pecuniary - a Board Member of Hillingdon Carers. Remained in the room during the discussion and vote on the item.
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30th July, 2014 - Audit Committee

5. Corporate Fraud Investigation Report

- Councillor G Cooper - Non Pecuniary - one of the prosecutions detailed in the report related to a constituent whom he knew. Remained in the room and took part in discussions on the item.
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10th September, 2014 - Children, Young People and Learning Policy Overview Committee

9. Quarterly school place planning report

- Councillor Flynn - Non Pecuniary - his partner worked at Hillside School, Northwood. Remained in the room during the meeting and took part in the discussions.
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11th September, 2014 - Council

6. Members' Questions

- Councillor G Cooper - Non Pecuniary - a trustee of Blue Sky Development. Remained in the room during the consideration thereof.
 - Councillor J Cooper - Non Pecuniary - husband a trustee of Blue Sky Development. Remained in the room during the consideration thereof.
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18th September, 2014 - External Services Scrutiny Committee

5. The Role Of The "Crime And Disorder Scrutiny Committee" In Relation To The Safer Hillingdon Partnership's Performance And Plans.

- Councillor Markham - Non Pecuniary - had relatives that worked for the London Fire Brigade and the London Ambulance Service. Remained in the room during consideration thereof.
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23rd September, 2014 - Audit Committee

6. External Auditor Report on the Pension Fund Annual Report and Accounts

- Councillor Eginton - Non Pecuniary - a deferred Member of the Local Government Pension Scheme. Remained in the room and took part in discussions on the item.
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23rd September, 2014 - Central & South Planning Committee

6. 14 Milton Close, Hayes 16558/APP/2013/1731

- Councillor Dhot - Non Pecuniary - Petitioners had attended Ward Surgery for advice. Withdrew from the meeting.
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Standards Committee

09 March 2015

25th September, 2014 - Cabinet

5. HS2 - Hillingdon's response to the Property Consultation 2014

- Councillor D Mills - Non Pecuniary - due to the proximity of his home to the proposed HS2 route. Remained in the room during the discussion and vote on the item.
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7th October, 2014 - Major Applications Planning Committee

9. St Helens School, Eastbury Road, Northwood - 7402/APP/2014/2761

- Councillor Morgan - Pecuniary - child attended the school. Withdrew from the meeting whilst the item was discussed.
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7th October, 2014 - North Planning Committee

6. 40 Cope Wood Way, Northwood - 48611/APP/2014/2209

- Councillor Morgan - Non Pecuniary - was acquainted with the petitioner. Withdrew from the meeting whilst the item was discussed.
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29th October, 2014 - North Planning Committee

6. 106 Cope Wood Way, Northwood 8287/APP/2014/1934

- Councillor Morgan - Non Pecuniary - was acquainted with the petitioner. Remained in the meeting and took part in the decision of this item.
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18th November, 2014 - External Services Scrutiny Committee

6. Update on the Provision of Health Services in the Borough

- Councillor Nelson - Non Pecuniary - was employed by the NHS. Remained in the room during consideration thereof.
 - Councillor Markham - Non Pecuniary - had relatives that worked for the London Ambulance Service. Remained stayed in the room during consideration thereof.
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20th November, 2014 - Residents' and Environmental Services Policy Overview Committee

6. Update on the Council's and other bodies' responses to flooding in the Borough

- Councillor Barnes - Non Pecuniary - husband was a flood risk management engineer who had worked for Thames Water in the past. Remained in the room for discussions.
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27th November, 2014 - Central & South Planning Committee

17. Enforcement Report

- Councillor Dhillon - Non Pecuniary - had reported the enforcement issue. Withdrew from the meeting.

19. Enforcement Report

- Councillor Edwards - Non Pecuniary - had reported the enforcement issue. Withdrew from the meeting.
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9th December, 2014 - Major Applications Planning Committee

13. Battle of Britain Bunker, RAF Uxbridge, Hillingdon Road, Uxbridge - 585/APP/2014/3739

- Councillor Stead - Non Pecuniary - a member of the 'Friends of the Bunker'. Withdrew from the room and did not vote on the item.
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16th December, 2014 - Audit Committee

5. Deloitte - 2014/15 Annual Audit Plan

- Councillor Eginton - Non Pecuniary - a deferred Member of the Local Government Pension Scheme. Remained in the room and took part in discussions on the item.

6. Corporate Fraud Investigation Progress Report

- Councillor G Cooper - Non Pecuniary - one of the prosecutions detailed in the report related to a Constituent whom he knew as a resident. Remained in the room and took part in discussions on the item.
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Standards Committee

09 March 2015

18th December, 2014 - Cabinet

17. Extension of Void Contract

- Councillor Seaman-Digby - Non Pecuniary - due to knowing a non-relation employed by one of the contractors mentioned in the report. Withdrew from the room during the discussion and voting on the item.

8. Grants to Voluntary Organisations 2015/16

- Councillor Seaman-Digby - Non Pecuniary - a Trustee of HART. Withdrew from the room during the discussion and voting on the item.
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7. Ombudsman complaints received/settled

Date received:	Nature of complaint	Outcome
7/1/2014	Complaint that the Council wrongly suspended complainant's housing benefit claim when started working after asking complainant to provide proof of income within an unreasonable period. Failed to backdate housing benefit on new application which also caused financial hardship.	11/09/2014 Closed after initial enquiries - out of jurisdiction as complainant had the right of appeal to appeal both decisions to an independent appeals tribunal.
14/01/14	Complaint about the Council's handling of a housing allocation which caused the complainant to miss out on a property and, although the Council did offer another property in October, this was not suitable.	10/03/2014 Investigation discontinued as Council had taken reasonable steps to remedy the situation.
15/01/14	Complaint that the Council had failed to deal with complainant's housing application in accordance with its housing allocations policy and procedures.	31/03/2014 Upheld: Maladministration by the Council. Not, however, considered to have caused complainant a significant personal injustice.
16/01/14	Complaint that the Council failed to take proper account of the complainant's wishes and feelings and the views of others when making arrangements for long term care.	03/10/2014 Upheld: Report issued by LGO. Recommendations included: 1. reconsider options for the future including applying to the court to revoke the placement order; 2. arrange a review as soon as possible to balance the relative risks to X of moving X to a more legally secure arrangement or leaving X with X's current carers, having regard to X's wishes and the history of past attempts to find adopters for X; 3. review social work practice and provide training as necessary to ensure that in future officers follow the proper process to amend the care plans of looked after children; 4. consider the need for appropriate therapeutic help for X to manage this process and the uncertainty surrounding it; and 5. pay the complainants £500 to spend on X as they consider appropriate.

Date received:	Nature of complaint	Outcome
20/01/14	Complaint that there was fault in the way the Council made changes to parking restrictions in a road near where complainant lives.	07/02/2014 No evidence of administrative fault on the part of the Council which has led to significant personal injustice to the complainant.
29/01/14	Complaint relating to errors in the calculation of housing benefit and council tax payments.	21/08/2014 Not upheld: No maladministration.
31/01/14	Complaint that the Council had failed to maintain the highway. Complainant said their car hit a pot hole bursting their tyre. They would like the Council to reimburse them.	31/01/2014 Outside of LGO jurisdiction.
3/2/2014	Complaint about the Council's handling of planning issue at a nearby property.	15/05/2014 Not upheld: No maladministration
3/2/2014	A Councillor did not act in the public interest when chairing a committee meeting. Complainant said that the Council's Standards Committee came to a wrong decision when considering the complaint against the Councillor.	03/02/2014 Outside of LGO jurisdiction.
5/2/2014	Complaint that Council wrongly withdrew money from vulnerable parent's bank account.	04/06/2014 Not upheld: No maladministration.
14/02/14	Complaint that the Council had unreasonably decided it had no duty to house family because they were intentionally homeless.	17/02/2014 Not investigated. Complainant has a separate statutory right of appeal.
25/02/14	Complaint about the Council's actions in providing care services for the complainant's parent.	30/06/2014 Upheld: Maladministration and injustice. Fault found in relation to providing information about charges. There is evidence of fault in failing to carry out an assessment within three months of the placement. Ombudsman did not consider this had caused injustice. Ombudsman found fault in the Council's failure to put in place a care plan. The Council agreed to do so immediately. Ombudsman therefore decided to conclude investigation.
27/02/14	Complaint that there was a serious case of neglect on behalf of the nursing home and GP's. The complainant happy with the safeguarding investigation that was undertaken by Hillingdon Council.	26/11/2014 Upheld: Maladministration and injustice. LGO recommends Council should: 1. Share the faults identified above with staff involved in safeguarding investigations. 2. Provide a written apology that its safeguarding investigations in 2012 failed to come to the correct conclusion that the allegations should be upheld. 3. Pay an amount of £500 for the time, trouble and distress complainant has endured in pursuing the case.

Date received:	Nature of complaint	Outcome
20/03/14	Complaint about the Council's response to complaint about refuse collection.	20/03/2014 Not investigated - Ombudsman's general discretion not to investigate the complaint because the injustice is not serious enough to warrant an investigation.
28/03/14	Complaint that the decision of a Child Protection Conference to continue grandchild's Child Protection Plan, was not properly taken.	28/03/2014 No evidence of fault in the actions of the Council, and no injustice caused.
7/4/2014	Complaint about the Council's refusal to pay housing benefit despite a decision of a tribunal awarding housing benefit.	07/04/2014 Not upheld. No evidence of maladministration by the Council.
8/4/2014	Complaint about the maintenance of parent's burial plot.	28/04/2014 Closed after initial enquiries - No worthwhile outcome is achievable through an investigation.
8/4/2014	Complaint that the Council delayed assessing care needs and arranging direct payments when complainant moved to its area from a neighbouring Borough. Council refused to fund preferred respite care arrangements and did not make a prompt referral to a local disability association. The complainant's care arrangements were avoidably interrupted as a result of the Council's errors.	15/08/2014 Upheld: maladministration and injustice. The Council has already apologised to complainant for delay in assessing care needs and arranging direct payments. In addition Council to: 1. Reconsider its decision about how complainant may use direct payments to fund respite care; 2. Apologise to complainant and family for distress, anxiety and trouble caused by unfairly restricting use of personal budget; 3. Pay complainants £250 each to acknowledge the avoidable uncertainty, distress and trouble they were caused 4 Consider current policy and guidance on personal budgets as part of an ongoing review of adult social care services.
22/04/14	Complaint that the Council has failed adequately to address noise and light nuisance caused by a nearby hockey pitch. Specifically, the residents say the Council had not enforced planning conditions or the terms of a lease affecting the site.	09/10/2014 Upheld: Maladministration and injustice. The Council to: 1. Apologise to complainant and neighbours for the avoidable frustration caused by its fault; 2. Resume investigation and determine whether there is a continuing breach of planning conditions at the sports club. If so decide what action, if any, is required to end it. 3. Keep complainant informed of the progress of its investigation and outcome.

Date received:	Nature of complaint	Outcome
30/04/14	Complaint about delay in paying housing benefit which caused rent arrears.	31/03/2014 No evidence of fault by the Council.
21/05/14	Complainant wants child home schooled until they get a place at their desired school nearer home.	Awaiting decision
28/05/14	Complaint that the Council was at fault in delivering a transition programme when their child transferred from a placement at a three year residential college to supported living accommodation. This contributed to a breakdown in the supported living accommodation.	14/01/2015 Upheld: maladministration and injustice. Council to apologise for the distress caused by its delay in notifying them when the supported accommodation provider served notice to terminate the placement in October 2013. The Council to undertake a new assessment of needs and appoint a new social worker to conduct the assessment. As part of the assessment will discuss how complainant could support to manage direct payments to directly purchase the support required to meet social care needs.
2/6/2014	Complaint regarding being placed on the restrictive register.	Awaiting decision
2/6/2014	Complaint that the Council refused to re-house complainant and had not provided proper assistance with their housing despite family living in an annexe which was overcrowded, had no kitchen or bathing facilities, was unsuitable for their medical needs and was not capable of being adapted	11/12/2014 Upheld: Maladministration, no injustice. No fault in the way the Council considered the application for social housing or social care needs. The Council was at fault in not considering whether it had a duty towards complainant under homelessness legislation.
3/6/2014	Complaint that the Council was at fault in its handling of repair issues at the accommodation it offered when the complainant was homeless. Complainant also questioned the Council's decision whether the accommodation was suitable for the needs of the family.	09/09/2014 Not upheld: No maladministration.
12/6/2014	Complaint about the Council's decision to suspend housing benefit.	12/06/2014 Closed after initial enquiries - out of jurisdiction.
24/06/14	Complaint that the Council has not provided accommodation despite living in the Borough all of life.	24/06/2014 Closed after initial enquiries - no further action. Ombudsman cannot consider the merits of this decision unless there was evidence of fault in the process by which it was made. There is no evidence of such fault.
25/06/14	Complaint about the Council's handling of homelessness case and decision not to allow on to housing register	05/11/2014 Not upheld: no further action.

Date received:	Nature of complaint	Outcome
2/7/2014	Complaint about a wrongly refused a homelessness application; The Council did not provide housing after the county court allowed an appeal against the Council's decision to refuse a homelessness application; and wrongly removing a housing application from the housing register.	02/07/2014 Closed after initial enquiries - no further action. Because either complainant has used right of appeal to the court, complainant has not complained within 12 months and there are no good reasons to investigate now.
11/7/2014	Complaint regarding a penalty charge notice (PCN) being issued.	11/07/2014 Closed after initial enquiries - no further action. No evidence of fault by the Council.
11/7/2014	Complaint that when the Council installed a vehicle crossover ten years ago it insisted in using a 5" high kerb piece between complainant's crossover and neighbours. Complainant has had to replace a wheel bearing on car. The Council has denied responsibility for the damage to the car.	11/07/2014 Closed after initial enquiries - out of jurisdiction.
24/07/14	Complaint about reports and assessments produced by a social worker which were biased and inaccurate. Council has refused to investigate complaint at Stage 2 of its procedures.	24/07/2014 Closed after initial enquiries - out of jurisdiction.
28/07/14	Complaint that the Council didn't provide the required level of assistance for complainant's 92 year old parent, who lived alone and has Alzheimers.	Awaiting decision
12/8/2014	Complaint that the Council has not responded to the representations made against the issue of a bus lane penalty. Although not the registered keeper of the vehicle the complainant said they had admitted liability for the penalty as they were the driver at the time the penalty was issued.	21/08/2014 Closed after initial enquiries - no further action. No evidence of fault in the Council's actions.
29/08/14	Complaint that the Council damaged rose trees which were on the complainant's property. Complainant wanted the Council to reimburse for replacement trees and compensate for the time spent pursuing the complaint.	29/08/2014 Closed after initial enquiries - out of jurisdiction.
29/08/14	Complainant wanted the Council to waive charges resulting from two penalty charge notices (PCNs). Complainant said the Council was at fault for failing to renew their Blue Badge sooner.	30/09/2014 Not upheld. No maladministration
9/9/2014	Complaint regarding a zebra crossing constructed in close proximity to the complainant's driveway	19/11/2014 Not upheld: No maladministration
10/9/2014	Complaint that the Council delayed a decision on homelessness application & provision of interim accommodation and wrongly offered a six month tenancy in discharge of its housing duty.	10/12/2014 Upheld: Maladministration and injustice - £500 compensation recommended

Date received:	Nature of complaint	Outcome
15/10/14	Complaint requesting compensation for the stress, time and trouble put to in making representations and having a PCN cancelled.	15/10/2014 Closed after initial enquiries - no further action. Council has admitted an error but did not amount to administrative fault requiring a remedy beyond the apology already given.
22/10/14	Complaint that the Council has not handled request for housing assistance correctly.	Awaiting decision
22/07/14	Complaint that an admissions appeal panel did not take account of the points raised during an appeal against the Council's decision to reject their application for a place at a primary school for their child.	22/10/2014 Not upheld: no maladministration.
17/09/14	Complaint that the Council failed to properly consider applications for a: a) Blue Badge for car parking; b) Short respite break care for complainants autistic child; c) Freedom Pass (travel pass) and d) Disabled facilities grant.	Awaiting outcome - draft decision; No fault.
17/09/14	Complaint that the Council did not deal properly with the complainant's housing benefit payments and recovery of an overpayment of benefit. Additionally the Council has used a direct earnings attachment to recover the overpayment.	17/09/2014 Closed after initial enquiries - out of jurisdiction.
3/10/2014	Complaint about the Council's decision to reduce complainant's direct payment. The complainant's carer had to take a reduction in hourly wage as a result which was embarrassing for complainant and carer.	19/01/2015 Not upheld: No maladministration.
24/09/14	Complaint that the Council owed approximately a week's rent as a Council tenant failed to give adequate notice under the tenancy agreement.	16/12/2014 Not upheld: No maladministration.
17/10/14	Complaint that the Council has failed to give access to complainant's adoption records in response to Subject Access Request.	17/10/2014 Closed after initial enquiries - out of jurisdiction.
21/10/14	1. Complaint that in 2009 the complainant's child was assaulted by a passenger escort on a taxi journey organised through the Council's home to school transport service. 2. Complaint about poor reliability with home to school transports in 2011, and says the Council failed to address these problems. 3. Complaint that in 2012 Council failed to provide advice about suitable school places for complainant's child, and that it provided unsuitable out-of-school tuition in a public library and youth centre between October 2012 and March 2013. 4. Complaint that the Council delayed in convening an annual review.	21/01/2015 Closed after initial enquiries - out of jurisdiction.

Date received:	Nature of complaint	Outcome
28/10/14	Complaint regarding fault in the Council's decision to approve a planning application.	09/12/2014 Not upheld: No maladministration.
18/11/14	Complaint that the Council did not consult when complainant's neighbour told it of a proposal to build an extension under new permitted development rules.	09/12/2014 Upheld: Maladministration but no injustice.
19/11/14	Complaint that the Council has not awarded the single person council tax discount when complainant moved in during 2011.	26/11/2014 Closed after initial enquiries - no further action because the Council has awarded the discounts from 2011 and there is nothing more the Ombudsman can achieve.
2/12/2014	Complaint about the Council's handling of complaint concerning the unprofessional behaviour of an officer on a site visit to their home and wrong advice given to them.	20/12/2014 Closed after initial enquiries - no further action as matters have already been addressed by the Council and £100 compensation offered. Complainant not satisfied with offer but insufficient grounds to warrant further investigation.
20/12/14	Complaint about the actions of a planning enforcement officer who was dealing with allegedly unauthorised development. Believes the officer's conduct was wrongful and abusive.	20/12/2014 Closed after initial enquiries - no further action. Unlikely to find fault in the Council's actions or provide the requested remedy.