

Reference	Authority
17019966	Bury Metropolitan Borough Council
18001422	Bury Metropolitan Borough Council
18002033	Bury Metropolitan Borough Council
18000796	Bury Metropolitan Borough Council
18002606	Bury Metropolitan Borough Council
18002608	Bury Metropolitan Borough Council
18002607	Bury Metropolitan Borough Council
16017535	Bury Metropolitan Borough Council
17012113	Bury Metropolitan Borough Council
18002035	Bury Metropolitan Borough Council
18003918	Bury Metropolitan Borough Council
17020144	Bury Metropolitan Borough Council
18004064	Bury Metropolitan Borough Council
17003642	Bury Metropolitan Borough Council
18003093	Bury Metropolitan Borough Council
18004773	Bury Metropolitan Borough Council
18002588	Bury Metropolitan Borough Council
18004188	Bury Metropolitan Borough Council
18005316	Bury Metropolitan Borough Council
18004700	Bury Metropolitan Borough Council
18006264	Bury Metropolitan Borough Council
18004472	Bury Metropolitan Borough Council
18005848	Bury Metropolitan Borough Council
18001851	Bury Metropolitan Borough Council
17003329	Bury Metropolitan Borough Council
18005721	Bury Metropolitan Borough Council
17016941	Bury Metropolitan Borough Council
18007831	Bury Metropolitan Borough Council
18006410	Bury Metropolitan Borough Council
17012207	Bury Metropolitan Borough Council
18005328	Bury Metropolitan Borough Council
18005900	Bury Metropolitan Borough Council
18005976	Bury Metropolitan Borough Council
18006417	Bury Metropolitan Borough Council
18007884	Bury Metropolitan Borough Council
18009502	Bury Metropolitan Borough Council
17008442	Bury Metropolitan Borough Council

18002900	Bury Metropolitan Borough Council
18008619	Bury Metropolitan Borough Council
18007618	Bury Metropolitan Borough Council
18009429	Bury Metropolitan Borough Council
18010082	Bury Metropolitan Borough Council
18012768	Bury Metropolitan Borough Council
18013196	Bury Metropolitan Borough Council
18013630	Bury Metropolitan Borough Council
18014718	Bury Metropolitan Borough Council
18014918	Bury Metropolitan Borough Council
18014925	Bury Metropolitan Borough Council
18015164	Bury Metropolitan Borough Council
18015163	Bury Metropolitan Borough Council
18009944	Bury Metropolitan Borough Council
18010282	Bury Metropolitan Borough Council
18016734	Bury Metropolitan Borough Council
18016017	Bury Metropolitan Borough Council
18002420	Bury Metropolitan Borough Council
18018295	Bury Metropolitan Borough Council
18008017	Bury Metropolitan Borough Council
18010386	Bury Metropolitan Borough Council
18017957	Bury Metropolitan Borough Council
18018612	Bury Metropolitan Borough Council
18018752	Bury Metropolitan Borough Council
18016157	Bury Metropolitan Borough Council
18017691	Bury Metropolitan Borough Council
18012219	Bury Metropolitan Borough Council
18019812	Bury Metropolitan Borough Council

Category	Decided
Benefits & Tax	12 Apr 2018
Highways & Transport	27 Apr 2018
Adult Care Services	09 May 2018
Highways & Transport	16 May 2018
Benefits & Tax	21 May 2018
Housing	21 May 2018
Housing	21 May 2018
Adult Care Services	24 May 2018
Planning & Development	04 Jun 2018
Benefits & Tax	13 Jun 2018
Benefits & Tax	13 Jun 2018
Education & Childrens Services	14 Jun 2018
Adult Care Services	15 Jun 2018
Benefits & Tax	20 Jun 2018
Education & Childrens Services	20 Jun 2018
Adult Care Services	27 Jun 2018
Education & Childrens Services	03 Jul 2018
Education & Childrens Services	03 Jul 2018
Adult Care Services	06 Jul 2018
Education & Childrens Services	12 Jul 2018
Environmental Services & Public Protection & Regulation	23 Jul 2018
Environmental Services & Public Protection & Regulation	24 Jul 2018
Environmental Services & Public Protection & Regulation	03 Aug 2018
Environmental Services & Public Protection & Regulation	09 Aug 2018
Education & Childrens Services	14 Aug 2018
Benefits & Tax	15 Aug 2018
Education & Childrens Services	17 Aug 2018
Null	17 Aug 2018
Education & Childrens Services	18 Aug 2018
Adult Care Services	28 Aug 2018
Planning & Development	28 Aug 2018
Education & Childrens Services	29 Aug 2018
Education & Childrens Services	10 Sep 2018
Benefits & Tax	18 Sep 2018
Benefits & Tax	18 Sep 2018
Education & Childrens Services	19 Sep 2018
Environmental Services & Public Protection & Regulation	28 Sep 2018

Education & Childrens Services	02 Oct 2018
Education & Childrens Services	15 Oct 2018
Environmental Services & Public Protection & Regulation	16 Oct 2018
Housing	01 Nov 2018
Highways & Transport	09 Nov 2018
Education & Childrens Services	16 Nov 2018
Adult Care Services	26 Nov 2018
Education & Childrens Services	04 Dec 2018
Benefits & Tax	31 Dec 2018
Environmental Services & Public Protection & Regulation	04 Jan 2019
Highways & Transport	04 Jan 2019
Education & Childrens Services	08 Jan 2019
Environmental Services & Public Protection & Regulation	08 Jan 2019
Adult Care Services	16 Jan 2019
Education & Childrens Services	28 Jan 2019
Environmental Services & Public Protection & Regulation	04 Feb 2019
Highways & Transport	27 Feb 2019
Adult Care Services	01 Mar 2019
Planning & Development	01 Mar 2019
Planning & Development	04 Mar 2019
Education & Childrens Services	05 Mar 2019
Adult Care Services	06 Mar 2019
Adult Care Services	06 Mar 2019
Education & Childrens Services	08 Mar 2019
Highways & Transport	22 Mar 2019
Highways & Transport	22 Mar 2019
Planning & Development	27 Mar 2019
Highways & Transport	27 Mar 2019

Decision
26(6)(a) tribunal Other
Premature Decision - advice given
Premature Decision - referred to BinJ
26(6)(c) Court remedy
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
no mal
mal & inj
26(6)(a) tribunal Other
Premature Decision - advice given
no mal
Premature Decision - advice given
Not warranted by alleged mal/service failure
Sch 5.1 court proceedings
Premature Decision - advice given
Not warranted by alleged mal/service failure
Not warranted by alleged mal/service failure
Premature Decision - advice given
No worthwhile outcome achievable by investigation
Premature Decision - advice given
Premature Decision - referred to BinJ
Premature Decision - referred to BinJ
Other reason not to continue with investigation
No worthwhile outcome achievable by further investigation
26(6)(a) tribunal Other
mal & inj
Insufficient information to proceed and PA advised
Not warranted by alleged mal/service failure
mal & inj
Not warranted by alleged mal/service failure
no mal
Sch 5.1 court proceedings
Not warranted by alleged mal/service failure
Premature Decision - advised
Premature Decision - advice given
mal & inj

No worthwhile outcome achievable by further investigation
Not warranted by alleged mal/service failure
Other agency better placed
26(6)(c) Court remedy
Not warranted by alleged injustice
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
no mal
Other reason not to continue with investigation
Premature Decision - advice given
26(6)(a) tribunal TPT/PATAS
mal & inj
Premature Decision - advice given
26(6)(b) appeal to Minister
mal & inj
Premature Decision - advice given
Insufficient information to proceed and PA advised
Premature Decision - advice given
Other Agency better placed
26(6)(c) Court remedy
no mal
Premature Decision - advice given

Decision Reason
Closed after initial enquiries
Referred back for local resolution
Referred back for local resolution
Closed after initial enquiries
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Not Upheld
Upheld
Closed after initial enquiries
Referred back for local resolution
Not Upheld
Referred back for local resolution
Closed after initial enquiries
Closed after initial enquiries
Referred back for local resolution
Closed after initial enquiries
Closed after initial enquiries
Referred back for local resolution
Closed after initial enquiries
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Not Upheld
Not Upheld
Closed after initial enquiries
Upheld
Incomplete/Invalid
Closed after initial enquiries
Upheld
Closed after initial enquiries
Not Upheld
Closed after initial enquiries
Closed after initial enquiries
Referred back for local resolution
Referred back for local resolution
Upheld

Not Upheld
Closed after initial enquiries
Not Upheld
Closed after initial enquiries
Closed after initial enquiries
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Referred back for local resolution
Not Upheld
Not Upheld
Referred back for local resolution
Closed after initial enquiries
Upheld
Referred back for local resolution
Closed after initial enquiries
Upheld
Referred back for local resolution
Incomplete/Invalid
Referred back for local resolution
Closed after initial enquiries
Closed after initial enquiries
Not Upheld
Referred back for local resolution

Service improvement recommendations

The Council has agreed to remind planning officers of the importance of clearly explaining how decisions have been made in their reports on planning applications. The Council will consider including the definition of 'main aspect' in its supplementary planning document on alterations and extensions to residential property.

Waste Management to review its policy on how it treats complaints - ie distinguishing between informal and formal complaints.

