

Reference	Authority
19003246	Bury Metropolitan Borough Council
18002874	Bury Metropolitan Borough Council
18004824	Bury Metropolitan Borough Council
18004934	Bury Metropolitan Borough Council
19006255	Bury Metropolitan Borough Council
18013987	Bury Metropolitan Borough Council
18015876	Bury Metropolitan Borough Council
18018612	Bury Metropolitan Borough Council
18018783	Bury Metropolitan Borough Council
18018909	Bury Metropolitan Borough Council
18019560	Bury Metropolitan Borough Council
18019726	Bury Metropolitan Borough Council
18019986	Bury Metropolitan Borough Council
19000005	Bury Metropolitan Borough Council
19002803	Bury Metropolitan Borough Council
19002804	Bury Metropolitan Borough Council
19002818	Bury Metropolitan Borough Council
19002978	Bury Metropolitan Borough Council
19003185	Bury Metropolitan Borough Council
19003282	Bury Metropolitan Borough Council
19003400	Bury Metropolitan Borough Council
19003613	Bury Metropolitan Borough Council
19003723	Bury Metropolitan Borough Council
19003745	Bury Metropolitan Borough Council
19003753	Bury Metropolitan Borough Council
19003862	Bury Metropolitan Borough Council
19003903	Bury Metropolitan Borough Council
19004449	Bury Metropolitan Borough Council
19004713	Bury Metropolitan Borough Council
19004842	Bury Metropolitan Borough Council
19004909	Bury Metropolitan Borough Council
19005087	Bury Metropolitan Borough Council
19005117	Bury Metropolitan Borough Council
19005297	Bury Metropolitan Borough Council
19006126	Bury Metropolitan Borough Council
19006314	Bury Metropolitan Borough Council
19006601	Bury Metropolitan Borough Council
19006625	Bury Metropolitan Borough Council
19007226	Bury Metropolitan Borough Council
19007445	Bury Metropolitan Borough Council
19007772	Bury Metropolitan Borough Council

19007789	Bury Metropolitan Borough Council
19008918	Bury Metropolitan Borough Council
19009182	Bury Metropolitan Borough Council
19009219	Bury Metropolitan Borough Council
19009830	Bury Metropolitan Borough Council
19010132	Bury Metropolitan Borough Council
19010368	Bury Metropolitan Borough Council
19010663	Bury Metropolitan Borough Council
19011039	Bury Metropolitan Borough Council
19011050	Bury Metropolitan Borough Council
19011327	Bury Metropolitan Borough Council
19011344	Bury Metropolitan Borough Council
19011716	Bury Metropolitan Borough Council
19013398	Bury Metropolitan Borough Council
19013400	Bury Metropolitan Borough Council
19013585	Bury Metropolitan Borough Council
19013694	Bury Metropolitan Borough Council
19013695	Bury Metropolitan Borough Council
19014768	Bury Metropolitan Borough Council
19016518	Bury Metropolitan Borough Council
19017167	Bury Metropolitan Borough Council
19017527	Bury Metropolitan Borough Council
19018195	Bury Metropolitan Borough Council
19018258	Bury Metropolitan Borough Council
19018333	Bury Metropolitan Borough Council
19018553	Bury Metropolitan Borough Council
19019247	Bury Metropolitan Borough Council
19019978	Bury Metropolitan Borough Council
19020212	Bury Metropolitan Borough Council
19020294	Bury Metropolitan Borough Council
19020344	Bury Metropolitan Borough Council

Category	Decided
Adult Care Services	20/06/2019
Adult Care Services	12/09/2019
Education & Childrens Services	02/09/2019
Planning & Development	25/04/2019
Housing	10/10/2019
Benefits & Tax	08/05/2019
Adult Care Services	26/06/2019
Adult Care Services	15/11/2019
Environmental Services & Public Protection & Regulation	23/04/2019
Environmental Services & Public Protection & Regulation	09/12/2019
Benefits & Tax	15/05/2019
Benefits & Tax	01/05/2019
Highways & Transport	10/06/2019
Planning & Development	01/04/2019
Education & Childrens Services	10/06/2019
Education & Childrens Services	07/06/2019
Education & Childrens Services	11/06/2019
Corporate & Other Services	04/06/2019
Education & Childrens Services	11/09/2019
Adult Care Services	29/05/2019
Environmental Services & Public Protection & Regulation	31/05/2019
Environmental Services & Public Protection & Regulation	05/06/2019
Education & Childrens Services	21/06/2019
Education & Childrens Services	02/07/2019
Education & Childrens Services	02/07/2019
Education & Childrens Services	10/06/2019
Education & Childrens Services	01/07/2019
Education & Childrens Services	02/07/2019
Adult Care Services	30/07/2019
Education & Childrens Services	10/07/2019
Education & Childrens Services	12/07/2019
Education & Childrens Services	26/06/2019
Education & Childrens Services	16/07/2019
Planning & Development	23/10/2019
Education & Childrens Services	12/09/2019
Highways & Transport	11/09/2019
Housing	24/10/2019
Education & Childrens Services	11/02/2020
Corporate & Other Services	10/10/2019
Education & Childrens Services	08/10/2019
Education & Childrens Services	08/10/2019

Highways & Transport	27/01/2020
Education & Childrens Services	13/09/2019
Adult Care Services	03/09/2019
Highways & Transport	30/10/2019
Environmental Services & Public Protection & Regulation	12/09/2019
Highways & Transport	25/10/2019
Housing	15/10/2019
Education & Childrens Services	25/09/2019
Corporate & Other Services	18/02/2020
Corporate & Other Services	18/02/2020
Corporate & Other Services	04/10/2019
Adult Care Services	20/03/2020
Benefits & Tax	11/10/2019
Environmental Services & Public Protection & Regulation	08/11/2019
Environmental Services & Public Protection & Regulation	08/11/2019
Highways & Transport	21/01/2020
Corporate & Other Services	12/11/2019
Highways & Transport	21/01/2020
Environmental Services & Public Protection & Regulation	28/11/2019
Highways & Transport	05/02/2020
Environmental Services & Public Protection & Regulation	15/01/2020
Adult Care Services	21/01/2020
Adult Care Services	30/01/2020
Education & Childrens Services	23/03/2020
Adult Care Services	31/01/2020
Housing	05/02/2020
Corporate & Other Services	20/02/2020
Adult Care Services	26/02/2020
Housing	02/03/2020
Education & Childrens Services	03/03/2020
Education & Childrens Services	04/03/2020

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

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

Decison Reason

Premature Decision - referred to BinJ

mal & inj

no mal

no mal

Not warranted by alleged mal/service failure

mal & inj

mal & inj

no mal

Not warranted by alleged mal/service failure

mal & inj

26(6)(a) tribunal Other

Premature Decision - referred to BinJ

Not warranted by alleged injustice

Premature Decision - advice given

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

S26(1) Not an admin function of authority

mal & inj

Insufficient information to proceed and PA advised

Premature Decision - advice given

Premature Decision - advice given

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

Premature Decision - advice given

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

Premature Decision - advised

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

Premature Decision - advice given

Not warranted by alleged mal/service failure

Not warranted by alleged injustice

26B(2) not made in 12 months

Not warranted by alleged mal/service failure

Not warranted by alleged mal/service failure

mal & inj

Not warranted by alleged mal/service failure

No worthwhile outcome achievable by further investigation

No worthwhile outcome achievable by further investigation

no mal
Not warranted by alleged mal/service failure
Premature Decision - advice given
Not warranted by alleged mal/service failure
Premature Decision - advice given
26(6)(c) Court remedy
Premature Decision - referred to BinJ
Premature Decision - advice given
no mal
no mal
Premature Decision - advice given
No worthwhile outcome achievable by further investigation
Premature Decision - advice given
Premature Decision - advice given
Premature Decision - advice given
Not warranted by alleged mal/service failure
Premature Decision - advice given
Not warranted by alleged mal/service failure
Premature Decision - advice given
Insufficient information to proceed and PA advised
Premature Decision - referred to BinJ
Premature Decision - advice given
Premature Decision - advice given
Insufficient information to proceed and PA advised
Premature Decision - advice given
Signpost - go to complaint handling
S26(1) Not an admin function of authority
Insufficient information to proceed and PA advised
Signpost - go to complaint handling
Premature Decision - advice given
Premature Decision - advice given

Remedy

Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Procedure or policy change/review

Apology,Financial Redress: Quantifiable Loss,Financial redress: Avoidable distress/time and trouble

Apology,Financial redress: Avoidable distress/time and trouble,Provide services,Provide information/advice,Training and guidance,Procedure or policy change/review

Apology

New appeal/review or reconsidered decision

Financial redress: Avoidable distress/time and trouble

[illegible]

Service improvement recommendations

The Council will consider what actions it needs to take to ensure:- it offers at least one care home placement within a user's personal budget and without the requirement for a top-up fee;- where there is more than one placement option the available options are discussed so there is genuine choice;- it does not arrange care home placements which require a top-up fee when no written top-up agreement is in place;- it provides clear information in writing about the responsibilities of

The Council will remind relevant staff of the guidance in relation to ordinary residence and arranging care out of area. The Council's responsibility to contract with a care home if it is arranging care to meet an identified need. The Council will update its policies to make it clear that where it arranges care, it is responsible for contracting with the provider, as set out in the Support Statutory Guidance.

[illegible]