

Category	Decided	Decision	Decision Reason
Adult Care Services	15 Jan 2021	Upheld	mal & inj
Housing	05 Oct 2020	Not Upheld	no mal
Highways & Transport	25 Aug 2020	Upheld	mal & inj
Highways & Transport	10 Dec 2020	Referred back for local resolution	Premature Decision - advice given
Environmental Services & Public Protection & Regulation	18 Dec 2020	Upheld	mal no inj
Education & Childrens Services	23 Jul 2020	Not Upheld	no mal
Environmental Services & Public Protection & Regulation	29 Sep 2020	Upheld	mal & inj - no further action, BinJ already remedied
Adult Care Services	08 Oct 2020	Not Upheld	no mal
Benefits & Tax	04 Aug 2020	Closed after initial enquiries	26(6)(a) tribunal HB
Education & Childrens Services	14 Aug 2020	Referred back for local resolution	Premature Decision - referred to BinJ
Environmental Services & Public Protection & Regulation	15 May 2020	Closed after initial enquiries	Not warranted by alleged injustice
Adult Care Services	11 Jun 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised
Education & Childrens Services	18 Aug 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure
Benefits & Tax	15 Feb 2021	Upheld	mal & inj
Adult Care Services	16 Feb 2021	Not Upheld	no mal
Environmental Services & Public Protection & Regulation	26 Aug 2020	Closed after initial enquiries	26(6)(c) Court remedy
Education & Childrens Services	11 Sep 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure
Benefits & Tax	21 Oct 2020	Upheld	Injustice remedied during LGO consideration
Housing	15 Jul 2020	Referred back for local resolution	Premature Decision - advice given
Highways & Transport	06 Aug 2020	Referred back for local resolution	Premature Decision - advised
Environmental Services & Public Protection & Regulation	18 Nov 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure
Highways & Transport	04 Sep 2020	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS
Education & Childrens Services	08 Sep 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure
Benefits & Tax	23 Nov 2020	Referred back for local resolution	Premature Decision - referred to BinJ
Education & Childrens Services	13 Jan 2021	Upheld	mal & inj
Other	17 Sep 2020	Advice given	Signpost - go to complaint handling
Adult Care Services	23 Sep 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised
Corporate & Other Services	20 Jan 2021	Closed after initial enquiries	26(6)(c) Court remedy
Environmental Services & Public Protection & Regulation	30 Oct 2020	Referred back for local resolution	Premature Decision - advice given

Education & Childrens Services	16 Dec 2020	Referred back for local resolu	Premature Decision - advice given
Education & Childrens Services	12 Jan 2021	Referred back for local resolu	Premature Decision - advice given
Highways & Transport	19 Jan 2021	Referred back for local resolu	Premature Decision - advice given
Adult Care Services	02 Feb 2021	Referred back for local resolu	Premature Decision - advice given
Education & Childrens Services	19 Jan 2021	Incomplete/Invalid	Insufficient information to proceed and PA advised
Highways & Transport	08 Mar 2021	Referred back for local resolu	Premature Decision - advice given

Remedy	Service improvement recommendations
Apology,Financial redress: Avoidable distress/time	The Council has agreed to work with Pennine Care to identify the action they need to take to ensure more joined up working over matters relating to financial assessments, so legitimate concerns do not go unanswered.
Apology,Financial redress:	
Apology,Procedure or policy change/review	The Council will review its approach to complaints about discretionary grants to ensure that if someone complains, it reviews the decision to ensure there was no fault in the way the decision was made and, if the original decision is upheld, explains its reasons.
Reassessment	
Financial redress: Avoidable distress/time	
