

South Hams DC
Decisions made in period (Apr 2015 - Mar 2016)

	Ref	Category	Brief Description	Decision date	Decision	Decision Details	Learning Outcomes
1	16 010 798	Carparks	Inadequate consultation on carparking changes; unfair charging; intimidation of market traders & plans to develop area; vandalism to his van; staff behaviour; implementation of vexatious policy	05/06/2017	Limited fault	No fault found save explaining to Mr X how staff investigations were carried out and clearer on implementation of vexatious policy.	Agreed actions to apologise for faults found, explain process of staff investigation, and clarified vexatious policy implementation with ability to appeal
2	16 008 331	Revs and Bens	racism, stress, staff behaviour - wants compensation	04/10/2017	No fault		
3	16 012 286	Planning	Pre app advice request and staff behaviour	22/05/2017	Limited fault	Some fault only in consideration of the advice app. £200 compensation due to Mr X put to avoidable time and trouble as review of further info later than promised	Ensure better communication between planners when transferring cases
4	16 014 898	Planning	Complaint regarding how a planning decision was made for the neighbour	20/09/2017	No fault		
5	16 019 028	Waste	Failure to provide proper refuse collection, not responding properly, refuse collectors behaving unreasonably;	12/05/2017	Not investigating	Injustice insufficient to warrant investigation, which would not produce a different outcome anyway	
6	17 002 406	Carparks	PCN issued although signage at car park inadequate and delay in responding to his informal challenge	05/06/2017	Not investigating	Mr X could use appeals process and delay caused no injustice	
7	17 002 879	Enforcement?	Unclear whether vexatious policy has been invoked	13/06/2017	Not investigating	Council has already apologised and explained policy not invoked, therefore nothing to add	

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8	16 019 458	Planning	planning variation wrongly agreed for neighbour's application	29/06/2017	Not investigating	Complainant has already appealed to Planning Inspectorate	
9	17 002 229	Planning	Planning permission granted for change of use and operational dev for neighbour's field	26/06/2017	Not investigating	Insufficient evidence of fault or injustice therefore no investigation warranted	
10	16 010 173	Planning	Neighbours allowed clear glazing in development	07/08/2017	Not investigating	Premature - not completed Council's complaints process	
11	17 007 872	Planning	complaint re provision of pre-app planning advice and subsequent manner app was handled	20/12/2017	No fault		
12	17 013 490	Carparks	Fee to use park and ride was £15 instead of usual £5	21/12/2017	Not investigating	Any injustice would not justify investigation	
13	17 015 494	Planning	Council failed to properly consider planning app near Ms X	30/01/2018	Not investigating	No evidence of fault	
14	17 017 563	Planning	Council's handling of Mr Y's pre app advice and planning application	09/03/2018	Not investigating	Late complaint and Mr Y could have appealed if he was unhappy	
15	17 012 677	Enforcement	Area being misused and left unsightly and Council not enforcing action	23/02/2018	No fault		
16	17 013 885	Carparks	Issues with parking near a beach and in the local area	23/01/2018	Not investigating	Unlikely to find evidence of fault nor significant injustice to Mr B	