

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

	Ref	Category	Brief Description	Decision date	Decision	Decision Details	Learning Outcomes
1	15 019 051	Corporate	Complainant alleged Councillor used inside knowledge inappropriately	21/10/2016	Fault	Councillor requested to apologise and to pay £500 to complainant for uncertainty resulting from his actions.	Councillor has attended a briefing with Head of Paid Service and Monitoring Officer together with one-to-one training with Monitoring Officer.
2	15 008 441	Revs and Bens	Council accused of dealing incorrectly with council tax reduction and caused delays processing housing benefit claims . The Council acknowledged some poor service and offered £100 goodwill ex-gratia at stage 2 review.	12/07/2016	Partial fault	Fault by the Council in how it dealt with request for information, failing to identify council tax reduction and how it dealt with the issue of overpayment. Recommended payment of £160.00 against overpayment.	New systems and altered ways of working have reduced risk of a repetition of this error.
3	16 000 553	Assets	Complaints about the park at Dartmouth and complaints about how officers dealt with this matter.	16/05/2016	Not investigating	Partly outside jurisdiction and partly alleged injustice is not sufficient to warrant investigation	N/a
4	15 020 621	Enforcement	Complainant dissatisfied with stage 1 response about an enforcement issue and requested a stage 2 review. Acceptable action agreed with Complainant but nothing further happened.	19/04/2016	Premature	Council to complete the stage 2 complaint and agreed actions. Complainant did not return to Ombudsman	Further work continuing on ensuring that enforcement process is followed.

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5	15 016 653	Planning	Complainant felt Council failed to determine neighbour's planning application properly - particularly with regards to effect on complainant's property	25/07/2016	Some fault	Some fault found as Officer used Google Map to determine distance. £150 to pay for uncertainty to complainant but the outcome not altered by correct distance	Correct procedure reemphasised to officers and DM have produced 'how to' guide to ensure right and consistent procedures followed
6	15 018 454	Revs and Bens	Allegation that student discount was not properly applied	16/05/2016	Premature	Council completed stage 2 of complaint process and complainant did not return to Ombudsman	N/a
7	16 001 520	Planning	Complainant felt siting of planning notice was in the wrong place	01/06/2016	Not investigating	No evidence of fault	N/a
8	16 002 415	Enforcement	Illegal Gypsy & Traveller site near home impacting on selling property	13/06/2016	Premature	Stage two response offered various solutions, but property was sold before any further action required	
9	16 002 502	Planning	Complainant felt Council had failed to properly investigate his complaints about how a planning decision was reached	24/06/2016	Not investigating	Complainant had already appealed to the Planning Inspector	N/a
10	16 003 836	Parking	Allegations that the Council was at fault for introducing parking charges for tax exempt vehicles in car parks.	03/10/2016	Not investigating	Council had already reviewed its initial consultation and determined it was not comprehensive enough - therefore Council re-ran the consultation. Complainant received a free parking permit.	Review of consultation and how to ensure that we reach people most impacted by potential changes.

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11	16 001 511	Enforcement	Council has taken no action to enforce removal of patio at rear of neighbouring property	18/10/2016	Partial fault	Already remedied by apology given by Council during complaints process	N/a
12	16 003 725	Enforcement	Complainant felt Council should investigate reason for delay in responding to her complaint and pursue the possible planning breach notification	06/07/2016	Premature	Council to proceed with stage 2. This was done and complainant did not return to Ombudsman	Greater communication and review of Enforcement
13	16 002 617	Councillor Standards	Complainant unhappy with behaviour of a district councillor and also unhappy with the way the standards complaint was investigated	25/08/2016	Fault causing injustice - accepted Council's suggested remedy	During review of standards complaint investigation, Council became aware of oversight in that Independent Person possibly knew complainant. Offered to re-run investigation into standards complaint. Remedy accepted by Ombudsman	Filing systems reviewed to mitigate against this error recurring.
14	16 004 314	Enforcement	Enforcement issues outstanding with property causing it to be uninhabitable	20/07/2016	Premature	Council continues to pursue this enforcement issue	N/a
15	16 004 840	Revs and Bens	Complainant felt Council dealt badly with his council tax account	26/08/2016	Not investigating	No evidence of fault, plus complainant has already appealed against Council Tax decisions	N/a
17	16 009 150 & 16 009 599	Councillor Standards	Complainant alleged the Monitoring Officer was not impartial, had not assessed the evidence. Also refused alleged that the Council failed to investigate Parish Councillors during election	21/10/2016	Not investigating	Standards Complaint: no grounds for an investigation Election Complaint: no evidence found to criticise District Council's decision not to investigate	N/a

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19	16 011 525	Planning	Complaint about lack of service, and about housing development in local area	17/11/2016	Premature	Stage one concluded, no further contact with Ombudsman	N/a
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