

							Service improvement recommendations
Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	
20009752	SHDC	Environmental Services & Public Protection & Regulation	23/06/21	Not Upheld	no mal		
20011843	SHDC	Planning & Development	27/09/21	Upheld	mal no inj		
20012059	SHDC	Planning & Development	31/08/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20012536	SHDC	Planning & Development	19/04/21	Closed after initial enquiries	Not warranted by alleged injustice		
20012583	SHDC	Environmental Services & Public Protection & Regulation	24/01/22	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Procedure or policy change/review	Review the way it responds to refuse complaints, ensuring that it follows its own complaints policy and provides responses to complaints within its published timeframes. Look into why reports of missed collections were not dealt with sooner, given the Council were passing reports onto its contractor. It should assess whether any issues relating to this are still outstanding
21000825	SHDC	NULL	20/04/21	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21000873	SHDC	Planning & Development	15/11/21	Not Upheld	no mal		
21001467	SHDC	Environmental Services & Public Protection & Regulation	04/05/21	Referred back for local resolution	Premature Decision - advice given		
21002585	SHDC	Environmental Services & Public Protection & Regulation	24/05/21	Referred back for local resolution	Premature Decision - advice given		
21002802	SHDC	Planning & Development	08/07/21	Closed after initial enquiries	26(6)(b) appeal to Minister		
21003992	SHDC	Environmental Services & Public Protection & Regulation	18/06/21	Referred back for local resolution	Premature Decision - advice given		
21004065	SHDC	Environmental Services & Public Protection & Regulation	30/06/21	Referred back for local resolution	Premature Decision - advice given		
21005298	SHDC	Environmental Services & Public Protection & Regulation	13/07/21	Referred back for local resolution	Premature Decision - advice given		
21005612	SHDC	Environmental Services & Public Protection & Regulation	21/07/21	Referred back for local resolution	Premature Decision - advice given		
21006629	SHDC	Environmental Services & Public Protection & Regulation	09/08/21	Referred back for local resolution	Premature Decision - advice given		
21006745	SHDC	Planning & Development	18/10/21	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008251	SHDC	Planning & Development	27/01/22	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008285	SHDC	Highways & Transport	19/10/21	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21008306	SHDC	Corporate & Other Services	10/11/21	Closed after initial enquiries	Not warranted by alleged injustice		
21009885	SHDC	Planning & Development	07/10/21	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010063	SHDC	Environmental Services & Public Protection & Regulation	11/10/21	Referred back for local resolution	Premature Decision - advice given		
21010758	SHDC	Corporate & Other Services	23/11/21	Closed after initial enquiries	Other reason not to investigate		
21011575	SHDC	Environmental Services & Public Protection & Regulation	29/03/22	Not Upheld	Other reason not to continue with investigation		
21013245	SHDC	Planning & Development	03/12/21	Referred back for local resolution	Premature Decision - advice given		
21013813	SHDC	Planning & Development	21/01/22	Referred back for local resolution	Premature Decision - referred to BinJ		

21014318	SHDC	Environmental Services & Public Protection & Regulation	04/01/22	Referred back for local resolution	Premature Decision - advice given		
21014733	SHDC	Planning & Development	10/01/22	Referred back for local resolution	Premature Decision - advice given		
21018907	SHDC	Planning & Development	28/03/22	Incomplete/Invalid	Insufficient information to proceed and PA advised		