

APPENDIX A

Local authority report – Trafford C

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection	Highways and transport	Housing	Planning and development	Total
Trafford C	14	21	0	16	13	4	5	8	81

Decisions made

Local Authority	<u>Detailed investigations carried out</u>					Total	
	Upheld	Not Upheld	Advice given	Closed after initial enquiries	Incomplete/Invalid		Referred back for local resolution
Trafford C	6	13	2	21	1	32	75

APPENDIX 2

OMBUDSMAN DECISIONS

2014/15 – Upheld Cases

Area	Description	Outcome
Planning	Failure to identify residential property adjacent to development	Range of proposed options suggested to remedy: still under consideration
Waste management	Uncertainty re bin replacement process	Apology
Revenues / Benefits	Calculation of deductions from benefits	Maladministration found, but no injustice to complainant
Planning	Failure to notify amended plans	Review of procedures / compensation payment
Education / Childrens	Delay in assessment / complaint handling	Improved monitoring / compliance systems; time & trouble payment
Adult care	Lack of clarity in historic procedures / documentation re s.117 hospital discharge	Maladministration found, but no injustice to complainant