

Reference	Authority	Category	Received
23000252	Hinckley & Bosworth Borough Council	Planning & Development	13/04/2023
23001580	Hinckley & Bosworth Borough Council	Environmental Services & Public Protection & Regulation	10/05/2023
23001970	Hinckley & Bosworth Borough Council	Corporate & Other Services	16/05/2023
23002332	Hinckley & Bosworth Borough Council	Planning & Development	23/05/2023
23002637	Hinckley & Bosworth Borough Council	Planning & Development	31/05/2023
23005933	Hinckley & Bosworth Borough Council	Benefits & Tax	26/07/2023
23007060	Hinckley & Bosworth Borough Council	Planning & Development	11/08/2023
23007576	Hinckley & Bosworth Borough Council	Planning & Development	21/08/2023
23009506	Hinckley & Bosworth Borough Council	Benefits & Tax	27/09/2023
23009862	Hinckley & Bosworth Borough Council	Planning & Development	04/10/2023
23014941	Hinckley & Bosworth Borough Council	Benefits & Tax	19/12/2023
23015041	Hinckley & Bosworth Borough Council	Other	20/12/2023
23020481	Hinckley & Bosworth Borough Council	Planning & Development	21/03/2024

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
23000252	Planning & Development	28/07/2023	Upheld	fault & inj	Apology, procedure or policy change/review	There was fault in the way the Council dealt with a planning application, because of which the complainant did not receive a notification letter, the case officer report said there were no objections but there were some, and the case officer report was not uploaded to the Council's website. The Council agreed to review its decision making, record keeping and administrative processes to avoid recurrence of the faults. It will inform the relevant scrutiny committee and the Ombudsman of the outcome of the review, including any changes to policy, practice and procedure.
23001580	Environmental Services & Public Protection & Regulation	10/05/2023	Referred back for local resolution	Premature Decision - advice given		
23001970	Corporate & Other Services	05/06/2023	Closed after initial enquiries	Not warranted by alleged fault		
23002332	Planning & Development	05/06/2023	Incomplete/Invalid	Insufficient information to proceed and PA advised		
23002637	Planning & Development	07/12/2023	Upheld	fault & inj - no further action organisation already remedied		
23005933	Benefits & Tax	26/07/2023	Referred back for local resolution	Premature Decision - advice given		
23007060	Planning & Development	22/11/2023	Not Upheld	no fault		
23007576	Planning & Development	21/08/2023	Incomplete/Invalid	Insufficient information to proceed and PA advised		
23009506	Benefits & Tax	24/10/2023	Closed after initial enquiries	Sch 5.1 court proceedings		
23014941	Benefits & Tax	19/12/2023	Referred back for local resolution	Premature Decision - advice given		
23015041	Other	20/12/2023	Incomplete/Invalid	Insufficient information to proceed and PA advised		

Reference	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
23000252	Planning & Development	27/07/2023	Apology Procedure or policy change/review	28/11/2023	18/12/2023	Remedy complete and satisfied

Explanatory notes

Cases received

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

Cases decided

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

Advice given: We provided early advice or explained where to go for the right help.

Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

Upheld: We completed an investigation and found evidence of fault, or we found the organisation accepted fault early on.

Not upheld: We completed an investigation but did not find evidence of fault.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 15 May 2024 of a remedy achieved before 31 March 2024, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.