## **Ombudsman Decisions**

## 1 April 2006 TO 31 March 2007

No.	Ombudsman main subject area	Details of complaint	Ombudsman decision	Date of decision	Notes
1.	Housing	That the Council delayed the assessment of claims for housing and council tax benefit	Local settlement	12.06.07	The complainant first claimed hous of being a single parent with two c support, child benefit and family cr complainant received housing and 2005. In July 2005 officers receive Pensions that it had cancelled income excess of 16 hours per week, sh benefit. Officers suspended the boutice that she was entitled to an extended the complainant was receiving tax recalculated the complainant's ber notification letters.  Officers accepted that they had ovextended payments of housing be receiving money she was entitled compensation, which the complainant. The ombudsman concluded that £ ombudsman would be likely to recalso noted the Council's offer to m process with the complainant to er concluded that this was a positive

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2.	Benefits	That the Council conducted an interview with	No maladministration	05.09.06	1.	Off
		the complainant under caution, which was				of t
		humiliating and unnecessary given the sum on overpaid housing benefit involved	DT			of £
			<b>,</b>			Fol
		<ol><li>That the Council unfairly held the complainar liable for a £700 deposit which it had paid on</li></ol>				ack
		her behalf to a former landlord				clea
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					In this case to say that to payment. A stopped. In there was not the payment.
					On a numblandlord on complainan solicitors the Officers belthese he we a conclusio Council coushe had do £700 and h
3.	_	That the Council failed to enforce planning conditions preventing the removal of a wall.	No maladministration	19.04.06	An old flint which, in his amenity val concerned the adjoinin wall, which remove the
					The complator the development of the development of the wall had to were unenful which was the wall dur conditions of the wall dur conditions of the wall dur conditions of the wall and there wall and there was left with and the was left with a left was le
					The ombud legal opinio planning co not expedie in the public
4.		That the complainant wanted to carry out works to a tree, which was the subject of a tree preservation order.	No maladministration	31.10.06	The ombud entirely clea dealing with explained the concerning complainan recent ever complainan wished to c preservation
5.	Planning	That the Council did not demonstrate adequately how it	No	24.04.06	The ombud
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	and building control	decided to discharge a planning condition.	maladministration		place oppo stated that, her amenity of maladmi
					The ombud condition w not mean it complainar
					The compla demonstrat condition a detail and r unrealistic.
					The ombud
6.	Planning and building control	That the Council failed to take enforcement action     That the Council failed to keep the complainant informed about what it was doing, or respond to the complaint in a timely way	No maladministration	05.10.06	
		the complaint in a timely way			Officers estin May 200 suggests. position to gathered pl reach a decas officers she had be had receive ombudsma aspect of the
					As far as the ombudsmadiscretion a utterly unre
					been a dela an inordina
7.	Planning and building control	That the Council failed to take enforcement action after it became aware of evidence of a breach of a planning condition.	No maladministration	29.03.07	This comple complaint r report on a season of a would have
					The Counc breaches h significant of enforcement
					At a premis information breached d its decision

					information.
					When consi Council has complainan defined by p significant h further evide
					The ombud not to take of that the con evidence th disturbance reconsider i
					The ombud
	and building control	That the Council approved a planning application for a new dwelling, without taking account of the fact that the site lies in the countryside; development was therefore contrary to policy.	No maladministration	07.09.06	The Councidwelling at a advertised a complainan application. Committee rofficers state been fully a countryside plan. Office been helpfur of the application with that view The ombud consideration was the imprommittee of likely impactamenty. He the process
					Subsequent sought to surecommend considered refuse the assecond mot refusal reast the committed The officer stated that, reasons for view, it was February mombudsmarthe merits of the ombud
					any injustice

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9.	Planning and building control	That the Council granted planning permission for the permanent retention of acoustic screens during the rehearsal and performance period of an open air music festival, without due regard to PPG2 or proper consideration of neighbour amenity.	No maladministration	29.03.07	This complacement of the complaint in granted plant festival. The acoustic screens we trees and of black rectar considered have on neity such that it the ombudar different versit of the complete of the comp
10	Planning and building control	<ol> <li>That the Council negligently approved a lawful use application in 1995, because the evidence it relied on was obviously fraudulent</li> <li>That the Council failed to regulate the site, in that the complainant suffered from noise and fumes.</li> </ol>	Ombudsman's discretion	30.11.06	in 1 gar. con that min bec and had oml told acti
111	Planning and building control	<ol> <li>That the Council failed to enforce planning conditions relating to an ancient dew pond, thus depriving the complainant (and others) of a local amenity</li> <li>That the Council failed to respond to requests for information and refused to take the complainant's complaint to stage three of its internal complaints procedure</li> </ol>	Ombudsman's discretion	22.01.07	1. In N for One that rein par con con not size enformation was to remove the application, yet complet. The ombud decision not the condition condition, walso said that the Council the injustice was not significant to the condition, was not significant to the condition the condition, walso said that the Council the injustice was not significant rein condition.

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1	2. Planning	That the Council failed to control the non-residential	Ombudsman's	29.03.07	1. Th
	and building		discretion		ref
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1	3. Transport	That the Council removed and destroyed the	Ombudsman's discretion	05.05.06	In Novemb
	and highways	complainant's daughter's car, which was parked in an off-road private parking space and displayed a valid	uiscretion		Valley Police his allocate
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					On 24.5.06 to cover wh external val time and the complainan agreement respond, budiscontinue
14.	Benefits	<ol> <li>That the Council decided the complainant had been overpaid housing benefit, and decided to recover the overpayment.</li> <li>That the Council delayed in reinstating housing benefit and sent letters threatening court action.</li> </ol>	Outside jurisdiction	28.09.06	1. The the In the right 2. The the res
15.	Benefits	That the Council decided that an overpayment of benefit was recoverable from the complainant and then lost the paperwork relating to his appeal.	Outside jurisdiction	22.11.06	The complaindependentherefore fe
16.	Other	That the Council awarded a grass cutting contract to a contractor who had quoted a lower specification than that requested from the complainant and did not give the complainant an opportunity to submit a comparable quote.	Outside jurisdiction	19.01.07	The ombud and contrac outside his
17.	Other	That the Council entered into a maintenance contract with Oxfordshire County Council and, as part of that contract, to sell advertising space on roundabouts. The Council did not seek the necessary planning permission for the signs but decided not to seek retrospective permission or to take enforcement action.	Outside jurisdiction	29.01.07	The ombud most, of the could see n affected tha outside his
18.	Planning and building control	<ol> <li>That the Council imposed a condition removing permitted development rights when approving a planning application.</li> <li>That the Council delayed determining a section 73 notice (this is a notice for a variation of a condition).</li> <li>That the Council lost copies of a 1960s planning application, which contained evidence that the complainant did not have to apply for planning permission.</li> </ol>	Outside jurisdiction	11.07.06	1. The approximate

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Planning and building control	That the Council should not have granted a premises licence for an open air music festival.	Outside jurisdiction	29.09.06	This complace
				The compla against the therefore fe
Public finance	That the Council should not have unfairly decided to collect backdated council tax.	Outside jurisdiction	29.11.06	As the com court, when the ombuds