

Appendix 2 - LGSCO Annual review; BCC figures 2021/22 - Decided matters

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
19007148	Birmingham City Council	Education & Childrens Services	13/09/2021	Closed after initial enquiries	At request of complainant		
19015957	Birmingham City Council	Education & Childrens Services	01/09/2021	Not Upheld	no mal		
19016498	Birmingham City Council	Adult Care Services	05/05/2021	Upheld	mal & inj	Apology/Procedure or policy change/review	The Council has agreed to review its process for moving residents between long term care homes and ensure it is communicated to all relevant staff. The process will include: • Details of what should happen when a resident wants to stay in a care home which costs more than the Council's usual fixed rate or is not signed up to the framework • A requirement that social workers assess the risk of moving on the resident's health and wellbeing before reaching a decision.
19016550	Birmingham City Council	Corporate & Other Services	25/08/2021	Upheld	mal & inj	Apology/New appeal/review or reconsidered decision	
19016798	Birmingham City Council	Education & Childrens Services	07/05/2021	Upheld	mal & inj S30(1)	Apology/Financial redress: Avoidable distress/time and trouble/Financial Redress: Quantifiable Loss.Procedure or policy change/review.Provide training and/or guidance	To improve the service offered to other families, the Council has agreed to remind officers making decisions about home to school transport, and those involved in appeals, of the following: • The Council cannot insist parents and carers accompany children who live beyond statutory walking distance on the journey to school. For all other children, decisions about accompaniment should be made on a case-by-case basis. • Where the child is eligible for free transport, parents and carers should not incur costs to use home to school transport offered to their child. • Decisions made about home to school transport must take account of the individual needs of the child and consider whether the journey is 'safe and reasonably stress free, to enable the child to arrive at school ready for a day of study'. • If the Council requires further evidence to decide if a child is eligible for home to school transport, it should consult relevant professionals already involved with the child. • When making decisions about transport for children with special educational needs, the Council should show how it has considered the content of the child's education, health and care plan. • Reasons for decisions must be recorded. • Decision letters following appeals must set out how the Council carried out the review, who they consulted, what they considered and how the parent can escalate their case. The Council agreed to: • revise its home to school transport policy to ensure its approach to accompaniment reflects the statutory guidance; • review all decisions to issue a travel pass made since September 2018 to ensure it considered the individual needs of each child; it has not required parents and carers of children living beyond statutory walking distance to accompany their child on the journey to and from school, and no parent has been expected to incur costs to use the home to school transport offered by the Council where the child is eligible for free transport. Where costs
19018427	Birmingham City Council	Education & Childrens Services	02/11/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review.Provide training and/or guidance	The Council was at fault for failing to review an Education and Health Care plan. It will remind the school in this case of its role and responsibilities in the annual review process, including that it is able to suggest amendments to a child's Education, Health and Care plan. The Council will review how it monitors the outcomes of annual reviews and identifies whether changes to an Education, Health and Care plan are needed. If the review identifies any actions the Council should take, it should do those within three months of the end of the review. The Council will remind staff they must not name a school in a child's draft Education, Health and Care plan. The Council will remind staff that a significant change of circumstances, including movement from a specialist to mainstream setting, or an out of date Education Health and Care (EHC) plan should prompt consideration of whether to reassess the EHC plan.
19018571	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/08/2021	Not Upheld	no mal		
19019555	Birmingham City Council	Housing	25/06/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review.Provide information/advice to person affected.Provide training and/or guidance	• Undertake an internal review of the appropriate letters to ensure information on an applicant's review rights is included. • Review the information it provides to tenants about dispersed accommodation charges. This should be open and transparent. • Review how it identifies and addresses affordability issues for tenants in temporary accommodation. The Council should identify what changes are needed and set out the timescales for these changes.
19019859	Birmingham City Council	Education & Childrens Services	07/05/2021	Upheld	mal & inj S30(1)	Apology/Financial redress: Avoidable distress/time and trouble/Financial Redress: Quantifiable Loss.New appeal/review or reconsidered decision/Financial redress: Loss of service.Procedure or policy change/review.Provide services/information to others affected	To improve the service offered to other families, the Council has agreed to remind officers making decisions about home to school transport, and those involved in appeals, of the following: • The Council cannot insist parents and carers accompany children who live beyond statutory walking distance on the journey to school. For all other children, decisions about accompaniment should be made on a case-by-case basis. • Where the child is eligible for free transport, parents and carers should not incur costs to use home to school transport offered to their child. • Decisions made about home to school transport must take account of the individual needs of the child and consider whether the journey is 'safe and reasonably stress free, to enable the child to arrive at school ready for a day of study'. • If the Council requires further evidence to decide if a child is eligible for home to school transport, it should consult relevant professionals already involved with the child. • When making decisions about transport for children with special educational needs, the Council should show how it has considered the content of the child's education, health and care plan. • Reasons for decisions must be recorded. • Decision letters following appeals must set out how the Council carried out the review, who they consulted, what they considered and how the parent can escalate their case. The Council also agreed to: • revise its home to school transport policy to ensure its approach to accompaniment reflects the statutory guidance; • review all decisions to issue a travel pass made since September 2018 to ensure it considered the individual needs of each child; it has not required parents and carers of children living beyond statutory walking distance to accompany their child on the journey to and from school, and no parent has been expected to incur costs to use the home to school transport offered by the Council where the child is eligible for free transport. Where costs
19020322	Birmingham City Council	Adult Care Services	19/08/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Provide training and/or guidance	Review the way allocated social workers monitor care provider records
19021091	Birmingham City Council	Benefits & Tax	30/07/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20001161	Birmingham City Council	Education & Childrens Services	09/07/2021	Upheld	mal & inj	Apology/Provide services to person affected/Financial Redress: Quantifiable Loss.Provide training and/or guidance.Procedure or policy change/review	• Review how it approaches cases where a child is not attending school but is in jail. • It should show this decision to council officers dealing with cases of this nature and emphasises the importance of always taking appropriate action without delay when a child is out of education.
20001208	Birmingham City Council	Education & Childrens Services	19/07/2021	Upheld	mal & inj	Apology/Add or Correct Records/Financial redress: Avoidable distress/time and trouble.Provide training and/or guidance	The Council will remind staff they must keep the suitability of a fostering placement under review and respond to significant concerns promptly. It will also remind staff they must progress referrals to identify new foster placements in a timely way. The Council will remind staff they must make referrals to the Council where they have concerns for a child's welfare and that they must respond to allegations according to the procedure set out in the guidance 'Working together to safeguard children'. The Council will remind staff they must keep proper records of contact from its foster carers and its responses. The Council will ensure the foster agency it works with reminds its staff to progress requests for training promptly, particularly where placements are in crisis. The Council will remind staff they must ensure statements in social worker reports are properly evidenced.
20002776	Birmingham City Council	Education & Childrens Services	21/05/2021	Upheld	mal no inj		
20002950	Birmingham City Council	Housing	17/05/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Provide services to person affected.Provide training and/or guidance	The Council was at fault for the way its Housing department dealt with an allegation of fraud and poor complaint handling. The Council has agreed to provide guidance to officers on how to deal with future allegations made by people with a vested interest in the outcome of an investigation, remind relevant officers of the need to provide written decisions about housing applications and that this should be accompanied by an explanation of the applicant's review rights, and remind relevant officers to provide responses to complaints in line with the Council's complaints procedure including reference to a right to complain to the Ombudsman.
20003987	Birmingham City Council	Adult Care Services	10/01/2022	Upheld	mal & inj	Apology/New appeal/review or reconsidered decision	
20004111	Birmingham City Council	Adult Care Services	07/05/2021	Upheld	mal & inj	Financial redress: Loss of service.Procedure or policy change/review	The Council will review its commissioning arrangements for Forward Carers and the Carer's Hub to ensure mechanisms are in place to monitor whether statutory requirements under the Care Act 2014 are being met, and there is an escalation procedure that alerts the Council if statutory requirements are not being met.
20004238	Birmingham City Council	Planning & Development	14/05/2021	Not Upheld	no mal		
20004605	Birmingham City Council	Housing	16/04/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Apology	
20004734	Birmingham City Council	Housing	20/08/2021	Upheld	mal no inj		
20005579	Birmingham City Council	Highways & Transport	30/04/2021	Upheld	mal & inj	Apology/Financial Redress: Quantifiable Loss.Procedure or policy change/review	Remove reference from its policy and PCNs that it will not accept representation to a PCN if a person pays the charge owed within the 14-day discounted period
20005592	Birmingham City Council	Benefits & Tax	25/08/2021	Not Upheld	no mal		
20005601	Birmingham City Council	Housing	26/05/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Provide training and/or guidance	The Council has agreed to: • by training or other means remind staff of the importance of meeting the Council's complaint procedure timescales.
20005788	Birmingham City Council	Adult Care Services	25/06/2021	Not Upheld	no mal		
20005883	Birmingham City Council	Education & Childrens Services	05/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service.Procedure or policy change/review	The Council will review its processes for: (a) checking it sends new and amended Education Health and Care Plans to education settings and that provision is being delivered; and (b) ensuring Annual Review are completed on time, especially at key stages in the young person's education.
20006040	Birmingham City Council	Environmental Services & Public Protection & Regulation	13/04/2021	Upheld	mal & inj - no further action, BinU already remedied		
20006112	Birmingham City Council	Housing	07/05/2021	Upheld	mal & inj	Apology/Financial Redress: Quantifiable Loss/Financial redress: Avoidable distress/time and trouble	
20006131	Birmingham City Council	Education & Childrens Services	18/05/2021	Upheld	mal no inj		
20006441	Birmingham City Council	Housing	18/05/2021	Not Upheld	no mal		
20006959	Birmingham City Council	Education & Childrens Services	18/03/2022	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Provide training and/or guidance	The Council will remind SEN officers the legal duty to secure special educational provision in an EHC plan rests with the Council and cannot be delegated to settings.
20007084	Birmingham City Council	Education & Childrens Services	13/08/2021	Upheld	mal & inj	Apology	
20007364	Birmingham City Council	Housing	08/06/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.New appeal/review or reconsidered decision	

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20007415	Birmingham City Council	Housing	06/04/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Provide training and/or guidance.Procedure or policy change/review	The Council has agreed to remind its officers to consider the planned move process when households are facing eviction and bed and breakfast accommodation is clearly not suitable, even on a short-term basis. The Council has agreed to remind its officers that where homeless families and vulnerable individuals are owed a section 188 interim accommodation duty or section 193(2) main housing duty, it should ensure they are not evicted through the enforcement of an order for possession as a result of a failure by the authority to make suitable accommodation available to them. The Council has confirmed that it will review the priority it awards to foster carers when it reviews its housing allocations policy.
20007434	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/04/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20007641	Birmingham City Council	Environmental Services & Public Protection & Regulation	04/05/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20007658	Birmingham City Council	Housing	11/10/2021	Upheld	mal & inj S30(1)	Apology/Provide services to person affected/Provide services/information to others affected.Procedure or policy change/review	The Council has agreed to produce an action plan setting out how it will get processing of applications down to four to six weeks, with target dates. The action plan should include the dates of regular reports on progress to the relevant Council committee. The Council has agreed to review its Housing Allocations Policy to ensure any delay by the Council does not impact on an applicant's priority band date.
20007685	Birmingham City Council	Education & Childrens Services	21/05/2021	Upheld	mal & inj - no further action, BinU already remedied		
20007731	Birmingham City Council	Education & Childrens Services	10/11/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Financial redress: Loss of service.Procedure or policy change/review.Provide services to person affected	Review its procedures for dealing with EHC plans to ensure they are in accordance with the SEND Code. The review should include procedures to: • ensure the delays experienced by Mr Y in issuing his EHC plan do not recur ensure officers consider if they should hold an interim review in the event of a child/young person's change of circumstances. • ensure provision set out in section F is delivered. • improve the Council's record keeping by ensuring it has an audit trail of how it has dealt with a child's/young person's EHC plan including records of the annual reviews. The Council should provide a copy of its revised procedures to the Ombudsman and explain how it will improve its practice in this area.
21015527	Birmingham City Council	Corporate & Other Services	21/01/2022	Referred back for local resolution	Premature Decision - advice given		
20007920	Birmingham City Council	Adult Care Services	25/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Financial redress: Quantifiable Loss.Provide training and/or guidance.Procedure or policy change/review	The Council has agreed to remind staff of the need for transparency in determining support hours and to disclose the support hours tools calculations where requested. The Council has agreed to explain what action it has taken to prevent unnecessary delays in carrying out reassessments and agreeing implementing revised budgets. The Council has agreed to review the practice of how and when direct payments are increased to determine if they should be raised annually in line with inflation or to recognise the requirement of the living/minimum wage.
20008027	Birmingham City Council	Adult Care Services	25/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Financial redress: Quantifiable Loss.Provide training and/or guidance.Procedure or policy change/review	The Council has agreed to remind staff of the importance of involving family members in a needs assessment and of the need for transparency in determining support hours and that they disclose the support hours tools calculations where requested. The Council has agreed to explain what action it has taken to prevent unnecessary delays in future in carrying out reassessments and agreeing implementing revised budgets. The Council has agreed to review the practice of how and when direct payments are increased to determine if they should be raised annually in line with inflation or to recognise the requirement of the living/minimum wage.
20008213	Birmingham City Council	Environmental Services & Public Protection & Regulation	13/07/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review	The Council has agreed to require its contractor to adhere to the operating hours allowed by the permit.
20008275	Birmingham City Council	Housing	16/08/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Financial redress: Loss of service.Provide information/advice to person affected	
20008426	Birmingham City Council	Adult Care Services	28/07/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20008488	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/05/2021	Not Upheld	no mal		
20008489	Birmingham City Council	Highways & Transport	14/05/2021	Not Upheld	no mal		
20008513	Birmingham City Council	Housing	13/05/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20008518	Birmingham City Council	Education & Childrens Services	17/06/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Financial redress: Loss of service	
20008520	Birmingham City Council	Housing	15/06/2021	Upheld	mal & inj	New appeal/review or reconsidered decision	
20008548	Birmingham City Council	Housing	06/10/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review	provide us with evidence it has reviewed its response to information from applicants about their, or household members, health or disability issues, to ensure its process for assessing medical housing need is clearly explained. provide us with evidence it has reviewed its process for the completion of assessments required for reassessment of medical housing need, to ensure any barriers for applicants in arranging these are removed.
20008752	Birmingham City Council	Planning & Development	24/05/2021	Not Upheld	no mal		
20008765	Birmingham City Council	Benefits & Tax	27/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review.Provide training and/or guidance.Provide information/advice to person affected	By training or other means, ensure officers are aware of the Council's vulnerability guidelines and when these should be applied. Review its procedures or guidelines for officers to ensure the faults experienced by Ms X do not recur. This should include ensuring officers check whether a Council Tax payer has other open accounts when closing an account to ensure a final bill is sent to their current address and all accounts are checked when dealing with queries from a Council Tax payer.
20008890	Birmingham City Council	Education & Childrens Services	11/01/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
20009104	Birmingham City Council	Adult Care Services	17/12/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20009175	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Reassessment	
20009275	Birmingham City Council	Environmental Services & Public Protection & Regulation	26/05/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20009677	Birmingham City Council	Adult Care Services	25/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Financial redress: Quantifiable Loss.Provide training and/or guidance.Procedure or policy change/review	The Council will remind staff of the importance of involving family members in a needs assessment and of the need for transparency in determining support hours and that they disclose the support hours tools calculations where requested. The Council will explain what action it has taken to prevent unnecessary delays in future in carrying out reassessments and agreeing implementing revised budgets. The Council will review the practice of how and when direct payments are increased to determine if they should be raised annually in line with inflation or to recognise the requirement of the living/minimum wage.
20009969	Birmingham City Council	Housing	23/06/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Reassessment.Provide training and/or guidance	The Council has agreed to remind relevant staff to ensure decision letters refer to or set out the relevant parts of the allocations policy which apply to the case. The Council has agreed to remind relevant staff to base decisions on up-to-date information. Where this is not available, the Council should ask for a new assessment to determine housing need.
20010110	Birmingham City Council	Housing	06/12/2021	Not Upheld	no mal		
20010168	Birmingham City Council	Benefits & Tax	13/07/2021	Upheld	mal & inj	Apology/Procedure or policy change/review.Financial redress: Avoidable distress/time and trouble	
20010266	Birmingham City Council	Adult Care Services	23/09/2021	Not Upheld	no mal		
20010278	Birmingham City Council	Education & Childrens Services	06/09/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review.Financial redress: Loss of service	The Council's restructuring of its Special Educational Needs Team will include a review of Education, Health & Care and annual review processes to ensure annual review decisions are issued in a timely way giving families appeal rights. The Council's current special educational needs review will include a review of the sufficiency of vocational education places locally.
20010367	Birmingham City Council	Housing	11/02/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Add or Correct Records.Provide services/information to others affected	To ensure the information the Council publishes about recent lets is accurate, the Council has requested a change to its software. In the meantime, the Council will put measures in place to ensure the information it publishes is checked for accuracy.
20010642	Birmingham City Council	Environmental Services & Public Protection & Regulation	18/05/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Procedure or policy change/review	The Council should review how the Housing Team and Environmental Health teams work together and share information in the light of Miss X's complaint. It should take action to ensure that information is shared appropriately and the teams work together better for their mutual benefit and for the benefit of citizens.
20011043	Birmingham City Council	Education & Childrens Services	10/01/2022	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.Provide information/advice to person affected	
20011188	Birmingham City Council	Housing	25/03/2022	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble.New appeal/review or reconsidered decision.Provide services to person affected.Procedure or policy change/review.Provide services/information to others affected.Provide training and/or guidance	The Council has agreed to develop a policy on how to allocate temporary housing to homeless applicants waiting on the planned move list, and in particular how to prioritise between applicants in accommodation with shared facilities and applicants in significantly overcrowded accommodation. The Council has agreed to take action to ensure it carries out reviews of the suitability of accommodation within the statutory timescales. The Council has agreed to highlight this case to relevant staff and remind them to fully explain the reasons for their decisions when carrying out housing priority reviews. The Council has agreed to consider whether to amend its Housing Allocations Scheme to allow applicants who are significantly overcrowded, but not statutorily overcrowded, to bid on properties with one less bedroom than they need, but with two reception rooms. The Council has agreed to take action to reduce delays in complaint handling.
20011230	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/11/2021	Upheld	mal & inj S30(1)	Apology/Financial redress: Avoidable distress/time and trouble.Provide information/advice to person affected	
20011373	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/08/2021	Not Upheld	no mal		
20011485	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20011650	Birmingham City Council	Adult Care Services	09/08/2021	Not Upheld	no mal		

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20011746	Birmingham City Council	Education & Childrens Services	26/10/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Provide services to person affected/Provide information/advice to person affected/Provide services/information to others affected.	The Council will put the policy it told the Ombudsman it was developing in 2020 about section 19 education on its website together with details of the named officer responsible for pupils with health needs.
20011841	Birmingham City Council	Corporate & Other Services	12/11/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20012076	Birmingham City Council	Adult Care Services	07/04/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21014738	Birmingham City Council	Housing	10/01/2022	Referred back for local resolution	Premature Decision - advice given		
20012113	Birmingham City Council	Housing	06/04/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20012277	Birmingham City Council	Education & Childrens Services	08/04/2021	Closed after initial enquiries	26B(2) not made in 12 months		
20012319	Birmingham City Council	Highways & Transport	07/04/2021	Closed after initial enquiries	26(6)(a) tribunal IPT/PATAS		
20012611	Birmingham City Council	Education & Childrens Services	13/12/2021	Upheld	mal & inj	Apology/Financial redress: Loss of service/Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance	The Council will issue guidance to staff involved in the EHC process about the statutory timescales for EHC plans.
20012670	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/08/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20012767	Birmingham City Council	Planning & Development	15/07/2021	Not Upheld	no mal		
20012901	Birmingham City Council	Adult Care Services	23/12/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance	The Council will remind its officers of being mindful of the principles set out in the Mental Capacity Act 2005 when dealing with safeguarding reports. It will also consider whether any training is necessary for its officers.
20013044	Birmingham City Council	Benefits & Tax	14/04/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
20013129	Birmingham City Council	Environmental Services & Public Protection & Regulation	26/04/2021	Closed after initial enquiries	26(6)(c) Court remedy		
20013186	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/09/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20013213	Birmingham City Council	Planning & Development	19/04/2021	Closed after initial enquiries	26B(2) not made in 12 months		
20013320	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/07/2021	Closed after initial enquiries	At request of complainant		
20013391	Birmingham City Council	Housing	30/11/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review	The Council will show the Ombudsman that it has reviewed how information is shared between its Antisocial Behaviour and Housing services.
20013631	Birmingham City Council	Housing	08/11/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Procedure or policy change/review	The Council has agreed to amend its housing allocation scheme by 31 August 2022 to include the assessment and allocation of bedst and studio accommodation.
20013885	Birmingham City Council	Education & Childrens Services	13/05/2021	Upheld	mal & inj - no further action. BinJ already remedied		
20013895	Birmingham City Council	Housing	25/05/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20013936	Birmingham City Council	Benefits & Tax	04/05/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
20013957	Birmingham City Council	Corporate & Other Services	12/05/2021	Closed after initial enquiries	26B(2) not made in 12 months		
20014144	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/09/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
20014194	Birmingham City Council	Adult Care Services	18/05/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
20014203	Birmingham City Council	Benefits & Tax	11/10/2021	Not Upheld	no mal		
20014221	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/09/2021	Not Upheld	no mal		
20014534	Birmingham City Council	Housing	25/05/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21000027	Birmingham City Council	Housing	20/05/2021	Closed after initial enquiries	26B(2) not made in 12 months		
21000044	Birmingham City Council	Planning & Development	01/04/2021	Referred back for local resolution	Premature Decision - advice given		
21000048	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/04/2021	Referred back for local resolution	Premature Decision - advice given		
21000140	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/10/2021	Upheld	mal & inj	Apology	
21000222	Birmingham City Council	Highways & Transport	13/12/2021	Upheld	mal & inj	Provide training and/or guidance	The Council will issue guidance to the departments involved in this complaint about record keeping The Council will remind those who manage corporate complaints about the timescales for responding at each stage and the importance of meeting these deadlines.
21000226	Birmingham City Council	Adult Care Services	11/08/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21000302	Birmingham City Council	Benefits & Tax	09/04/2021	Referred back for local resolution	Premature Decision - advice given		
21000323	Birmingham City Council	Education & Childrens Services	07/03/2022	Upheld	mal & inj S30(1)	Apology/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review/Provide services to person affected	The Council should implement a DFG policy which covers the following:-An outline of the process for approving DFGs:-An outline of how the Council will deliver the approved DFG and recommended adaptation works:-An outline of the process for how applicants can choose their own contractor.-The criteria the Council should consider when deciding on discretionary top up assistance for adaptations costing more than £30,000. -For cases where the Council has appointed the contractor to complete the adaptation works, an outline of the process for reviewing and inspecting the works throughout the whole of the build one role and responsibilities of the Council to rectify poor quality work, other role and responsibilities of the applicant, and the role and responsibilities of the Council to resolve disputes between the contractor and applicant. The Council should remind relevant staff of the importance of keeping accurate records made at the time of all communications and discussions with an applicant. If meetings are held to discuss matters, the Council should keep a record of the minutes of the meeting. This will help to ensure the Council has evidence to demonstrate its decision making and rationale at the time for decisions made.
21000379	Birmingham City Council	Housing	07/01/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/New appeal/review or reconsidered decision	
21000393	Birmingham City Council	Benefits & Tax	20/10/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance	The council will remind staff of the need to give clear, evidence based reasons for its decisions, explained in context, in line with the Ombudsman's Principles of Good Administrative Practice.
21000418	Birmingham City Council	Education & Childrens Services	16/02/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Provide information/advice to person affected	
21000432	Birmingham City Council	Education & Childrens Services	27/09/2021	Closed after initial enquiries	At request of complainant		
21000476	Birmingham City Council	Housing	14/04/2021	Advice given	Signpost - go to complainant handling		
21000487	Birmingham City Council	Housing	07/01/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
21000699	Birmingham City Council	Adult Care Services	16/04/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21000737	Birmingham City Council	Environmental Services & Public Protection & Regulation	19/04/2021	Referred back for local resolution	Premature Decision - advice given		
21000773	Birmingham City Council	Benefits & Tax	16/07/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21000809	Birmingham City Council	Housing	21/04/2021	Advice given	Signpost - go to advice agency		
21000856	Birmingham City Council	Corporate & Other Services	31/03/2022	Upheld	mal & inj	Apology/Provide services to person affected/Provide training and/or guidance	By training or other means, remind officers of the requirements of the Council's complaints procedure to ensure complaints are considered in accordance with it.
21000868	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/06/2021	Closed after initial enquiries	26(6)(c) Court remedy		
21000869	Birmingham City Council	Benefits & Tax	09/12/2021	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/New appeal/review or reconsidered decision/Procedure or policy change/review	Publicise on its website that council tax support application forms are only saved for 30 days and deleted if not submitted within this timeframe. Review its council tax support scheme to ensure the period for backdated claims is clear.
21000872	Birmingham City Council	Housing	02/07/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21000920	Birmingham City Council	Education & Childrens Services	02/06/2021	Advice given	Body not in jurisdiction		
21000977	Birmingham City Council	Housing	22/04/2021	Advice given	Signpost - go to complainant handling		
21000983	Birmingham City Council	Housing	15/10/2021	Not Upheld	no mal		
21000985	Birmingham City Council	Housing	22/04/2021	Referred back for local resolution	Premature Decision - advice given		
21001042	Birmingham City Council	Highways & Transport	23/06/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21001044	Birmingham City Council	Housing	13/09/2021	Not Upheld	no mal		
21001118	Birmingham City Council	Education & Childrens Services	29/11/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review	The Council will provide us with evidence of how it will ensure that in future adequate consideration is given to whether people who have asked to see their files are likely to need or should be offered support or advice as detailed in the relevant Council policy.
21001170	Birmingham City Council	Benefits & Tax	12/10/2021	Upheld	mal no inj		
21001293	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/06/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21001331	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/07/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21001335	Birmingham City Council	Adult Care Services	23/11/2021	Not Upheld	No worthwhile outcome achievable by further investigation		
21001441	Birmingham City Council	Housing	30/04/2021	Advice given	Signpost - go to complainant handling		
21001442	Birmingham City Council	Highways & Transport	15/06/2021	Closed after initial enquiries	26(6)(c) Court remedy		
21001461	Birmingham City Council	Adult Care Services	05/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21001473	Birmingham City Council	Highways & Transport	27/09/2021	Not Upheld	no mal		
21001559	Birmingham City Council	Housing	05/05/2021	Advice given	Signpost - go to complainant handling		
21001611	Birmingham City Council	Education & Childrens Services	15/12/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Procedure or policy change/review/Provide training and/or guidance	Remind relevant staff of their duties under the Children Act 1996 to provide alternative provision when a child is out of school. The Council should consider sharing a copy of our focus report 'Out of school... Out of mind?' and our final decision with the reminder. Staff should include, but not be limited to: - SENDIASS - The Council education legal intervention team - The resolution team within the education and skills directorate. The Council should review its information sharing agreement for SENDIASS representatives attending meetings where a child is not attending school. It should ensure mechanisms are in place so relevant information is shared correctly to ensure the Council meets its statutory duties when a child is not attending school. It should also remind relevant staff of the importance of meeting timescales set out in its complaint procedure and updating complainants where there are unavoidable delays.
21001631	Birmingham City Council	Planning & Development	06/05/2021	Referred back for local resolution	Premature Decision - advice given		
21001638	Birmingham City Council	Adult Care Services	06/05/2021	Referred back for local resolution	Premature Decision - advice given		
21001675	Birmingham City Council	Benefits & Tax	08/02/2022	Upheld	mal & inj	Apology/Provide training and/or guidance	The Council will remind staff to provide clear, evidence based decisions, explained in the particular context and circumstances of the case.
21001684	Birmingham City Council	Housing	02/07/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21001717	Birmingham City Council	Highways & Transport	06/07/2021	Closed after initial enquiries	26(6)(c) Court remedy		

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21001736	Birmingham City Council	Adult Care Services	14/01/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Procedure or policy change/review	The Council has agreed to consider whether it took appropriate action to deal with the issues arising from Care Provider 1 during the period when its relationship with Mr Y's family was breaking down. The Council has agreed to review how it responded to Mr X's concerns about Care Provider 1 in this case and consider whether there are changes to be made to prevent similar problems in future. It has also agreed to ensure any learning from these reviews improves future practice.
21001758	Birmingham City Council	Housing	12/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21001788	Birmingham City Council	Environmental Services & Public Protection & Regulation	07/07/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21001794	Birmingham City Council	Housing	10/05/2021	Referred back for local resolution	Premature Decision - advice given		
21001795	Birmingham City Council	Housing	11/05/2021	Advice given	Signpost - go to complaint handling		
21001808	Birmingham City Council	Housing	14/12/2021	Upheld	mal no inj		
21001824	Birmingham City Council	Adult Care Services	11/05/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21001856	Birmingham City Council	Housing	11/05/2021	Advice given	Signpost - go to complaint handling		
21001883	Birmingham City Council	Housing	11/05/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21001971	Birmingham City Council	Highways & Transport	14/10/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
21002109	Birmingham City Council	Housing	22/03/2022	Upheld	mal & inj	Apology/Procedure or policy change/review	The Council has agreed to review its procedures to ensure housing applicants who do not meet the preference criteria are not shortlisted for properties, and it promptly informs applicants when housing offers are withdrawn.
21002152	Birmingham City Council	Housing	17/05/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21002185	Birmingham City Council	Housing	13/12/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble/Provide services to person affected/Procedure or policy change/review	The Council agrees to provide the Ombudsman with an update on the progress of its temporary accommodation shortages plan of action.
21002191	Birmingham City Council	Adult Care Services	17/05/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21002212	Birmingham City Council	Highways & Transport	01/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002254	Birmingham City Council	Other	18/05/2021	Advice given	Signpost - go to complaint handling		
21002269	Birmingham City Council	Other	18/05/2021	Advice given	Signpost - go to complaint handling		
21002319	Birmingham City Council	Highways & Transport	05/07/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21002323	Birmingham City Council	Corporate & Other Services	06/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002347	Birmingham City Council	Other	19/05/2021	Advice given	Signpost - go to complaint handling		
21002446	Birmingham City Council	Highways & Transport	22/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002460	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002555	Birmingham City Council	Highways & Transport	01/12/2021	Upheld	mal no inj		
21002578	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/05/2021	Referred back for local resolution	Premature Decision - advice given		
21002608	Birmingham City Council	Benefits & Tax	05/08/2021	Advice given	Consent - section 26A(1)(b)		
21002748	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/06/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21003261	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/06/2021	Referred back for local resolution	Premature Decision - advice given		
21003283	Birmingham City Council	Environmental Services & Public Protection & Regulation	23/07/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21003296	Birmingham City Council	Environmental Services & Public Protection & Regulation	05/07/2021	Closed after initial enquiries	26(6)(c) Court remedy		
21003293	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/06/2021	Referred back for local resolution	Premature Decision - advice given		
21002990	Birmingham City Council	Education & Childrens Services	15/07/2021	Advice given	Previously considered and decided		
21002994	Birmingham City Council	Highways & Transport	23/03/2022	Not Upheld	mal		
21003014	Birmingham City Council	Education & Childrens Services	21/02/2022	Upheld	mal & inj	Apology/Financial redress: Loss of service/Financial redress: Avoidable distress/time and trouble	
21003044	Birmingham City Council	Housing	19/07/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21003050	Birmingham City Council	Housing	04/06/2021	Advice given	Signpost - go to advice agency		
21003074	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/06/2021	Referred back for local resolution	Premature Decision - advice given		
21003143	Birmingham City Council	Housing	02/08/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21003300	Birmingham City Council	Adult Care Services	19/08/2021	Closed after initial enquiries	26(6)(c) Court remedy		
21003323	Birmingham City Council	Benefits & Tax	07/06/2021	Referred back for local resolution	Premature Decision - advice given		
21003331	Birmingham City Council	Planning & Development	08/06/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21005060	Birmingham City Council	Other	07/07/2021	Advice given	Signpost - go to complaint handling		
21003363	Birmingham City Council	Housing	28/10/2021	Not Upheld	No worthwhile outcome achievable by further investigation		
21003436	Birmingham City Council	Planning & Development	09/06/2021	Referred back for local resolution	Premature Decision - advice given		
21003501	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/01/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Provide services to person affected	
21003535	Birmingham City Council	Education & Childrens Services	15/02/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Procedure or policy change/review	The Council has also agreed to review its procedures for agreeing funding for LAC placed outside its area.
21003581	Birmingham City Council	Housing	10/06/2021	Advice given	Signpost - go to complaint handling		
21003666	Birmingham City Council	Housing	05/11/2021	Upheld	mal no inj		
21003805	Birmingham City Council	Corporate & Other Services	16/06/2021	Referred back for local resolution	Premature Decision - advice given		
21004031	Birmingham City Council	Housing	22/03/2022	Not Upheld	no mal		
21004042	Birmingham City Council	Education & Childrens Services	26/08/2021	Closed after initial enquiries	Other reason not to investigate		
21004047	Birmingham City Council	Housing	07/10/2021	Closed after initial enquiries	26A Not a suitable person or representative		
21004058	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/06/2021	Referred back for local resolution	Premature Decision - advice given		
21004060	Birmingham City Council	Education & Childrens Services	16/08/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21004202	Birmingham City Council	Highways & Transport	23/06/2021	Referred back for local resolution	Premature Decision - advice given		
21004203	Birmingham City Council	Housing	24/08/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21004217	Birmingham City Council	Education & Childrens Services	23/06/2021	Referred back for local resolution	Premature Decision - advice given		
21004238	Birmingham City Council	Housing	28/11/2021	Not Upheld	At request of complainant		
21004275	Birmingham City Council	Housing	23/08/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21004284	Birmingham City Council	Housing	04/03/2022	Closed after initial enquiries	26B(2) not made in 12 months		
21004287	Birmingham City Council	Adult Care Services	24/06/2021	Referred back for local resolution	Premature Decision - advice given		
21004333	Birmingham City Council	Education & Childrens Services	07/07/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21004379	Birmingham City Council	Housing	24/02/2022	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble/Add or Correct Records/Provide services/information to others affected	The Council has already provided the Ombudsman with a copy of its action plan to reduce housing application processing times. The Council has also agreed to provide a further update on the action it is taking.
21004499	Birmingham City Council	Housing	28/06/2021	Advice given	Signpost - go to complaint handling		
21004528	Birmingham City Council	Adult Care Services	28/06/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21004593	Birmingham City Council	Adult Care Services	26/10/2021	Closed after initial enquiries	26B(2) not made in 12 months		
21004615	Birmingham City Council	Education & Childrens Services	17/08/2021	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
21004731	Birmingham City Council	Housing	01/07/2021	Advice given	Signpost - go to complaint handling		
21004792	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/07/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21004814	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/07/2021	Referred back for local resolution	Premature Decision - advice given		
21004889	Birmingham City Council	Benefits & Tax	19/08/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21004902	Birmingham City Council	Housing	10/02/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review	Reviews its main housing duty decision letter (where the Council has decided it owes the main housing duty) to ensure it includes details of a person's right to seek a review of the suitability of their temporary accommodation. Provides the Ombudsman with an update on the progress of its temporary accommodation shortage plan of action in April 2022.
21005014	Birmingham City Council	Housing	04/03/2022	Upheld	mal no inj		
21005194	Birmingham City Council	Other	09/07/2021	Advice given	Signpost - go to complaint handling		
21005331	Birmingham City Council	Environmental Services & Public Protection & Regulation	11/03/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review/Provide information/advice to person affected	The Council will undertake review of the complainant's case to identify why her noise complaint was delayed and not investigated. The review will focus on identifying service improvements to be implemented for the benefit of the Council's customers in the future. The Council will make contact with the complainant to discuss her concerns relating to anti-social behaviour by her neighbour. The Council will consider Mrs Y's allegations and any evidence she provides. It will also consider its legal obligations relating to investigating such concerns and provide a written decision relating to any steps it proposes to take.
21005402	Birmingham City Council	Education & Childrens Services	24/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21005409	Birmingham City Council	Education & Childrens Services	14/07/2021	Referred back for local resolution	Premature Decision - advice given		
21005465	Birmingham City Council	Planning & Development	23/07/2021	Referred back for local resolution	Premature Decision - advice given		
21010313	Birmingham City Council	Housing	08/03/2022	Not Upheld	At request of complainant		
21005553	Birmingham City Council	Education & Childrens Services	25/11/2021	Upheld	Remedy agreed during investigation (no finding on mal: n	Apology/Financial redress: Avoidable distress/time and trouble	
21005649	Birmingham City Council	Corporate & Other Services	20/07/2021	Referred back for local resolution	Premature Decision - advice given		
21005953	Birmingham City Council	Benefits & Tax	23/07/2021	Referred back for local resolution	Premature Decision - advice given		
21005955	Birmingham City Council	Housing	29/07/2021	Referred back for local resolution	Premature Decision - advice given		
21005988	Birmingham City Council	Education & Childrens Services	15/09/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21006022	Birmingham City Council	Environmental Services & Public Protection & Regulation	26/07/2021	Referred back for local resolution	Premature Decision - advice given		
21006055	Birmingham City Council	Education & Childrens Services	02/09/2021	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble	
21006070	Birmingham City Council	Housing	07/10/2021	Closed after initial enquiries	26(6)(c) Court remedy		
21006092	Birmingham City Council	Housing	07/07/2021	Advice given	Signpost - go to complaint handling		
21006111	Birmingham City Council	Housing	06/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21006168	Birmingham City Council	Housing	27/07/2021	Referred back for local resolution	Premature Decision - advice given		
21006278	Birmingham City Council	Education & Childrens Services	28/07/2021	Referred back for local resolution	Premature Decision - advice given		
21006361	Birmingham City Council	Benefits & Tax	24/09/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21006362	Birmingham City Council	Benefits & Tax	14/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21006430	Birmingham City Council	Other	30/07/2021	Advice given	Signpost - go to complaint handling		
21006537	Birmingham City Council	Environmental Services & Public Protection & Regulation	30/09/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21006789	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21006812	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/12/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21006869	Birmingham City Council	Environmental Services & Public Protection & Regulation	22/02/2022	Not Upheld	no mal		
21006878	Birmingham City Council	Housing	08/08/2021	Advice given	Signpost - go to complaint handling		
21007000	Birmingham City Council	Housing	17/12/2021	Not Upheld	At request of complainant		
21007094	Birmingham City Council	Benefits & Tax	05/10/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21007148	Birmingham City Council	Highways & Transport	05/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21007155	Birmingham City Council	Education & Childrens Services	12/08/2021	Advice given	Signpost - go to complaint handling		
21007187	Birmingham City Council	Education & Childrens Services	16/10/2021	Closed after initial enquiries	Sch 5.5 internal man schools		
21007239	Birmingham City Council	Education & Childrens Services	11/03/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
21007246	Birmingham City Council	Highways & Transport	13/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007256	Birmingham City Council	Benefits & Tax	06/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		

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21007354	Birmingham City Council	Corporate & Other Services	01/10/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21007360	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007403	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/02/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
21007420	Birmingham City Council	Benefits & Tax	19/10/2021	Closed after initial enquiries	26(6)(a) tribunal HB		
21007453	Birmingham City Council	Environmental Services & Public Protection & Regulation	16/02/2022	Upheld	mal & inj		
21007478	Birmingham City Council	Housing	12/10/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21007492	Birmingham City Council	Housing	02/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21007515	Birmingham City Council	Housing	02/09/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21007580	Birmingham City Council	Housing	01/09/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21007585	Birmingham City Council	Environmental Services & Public Protection & Regulation	23/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007735	Birmingham City Council	Education & Childrens Services	21/10/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21007788	Birmingham City Council	Benefits & Tax	27/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007946	Birmingham City Council	Housing	01/09/2021	Referred back for local resolution	Premature Decision - advice given		
21007964	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/03/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
21008018	Birmingham City Council	Education & Childrens Services	30/03/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure and policy change review.Provide services and/or information to others affected	The Council will provide us with further details about an appeals mailbox it says it has now put in place to ensure that appeals are processed in a timely manner. It should provide details of when this was implemented and how it will ensure this mailbox is properly monitored to ensure that the faults identified in this complaint are not repeated in future. The Council will provide us with information on how may stage 1 and stage 2 transport appeals the Council has received over the last six months and how quickly these have been arranged. The Council will confirm that in future its letters to appellants following a stage 2 appeal include information about how to complain to the Ombudsman's office and tell us how this will be achieved.
21008052	Birmingham City Council	Environmental Services & Public Protection & Regulation	07/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21008053	Birmingham City Council	Housing	09/09/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21008054	Birmingham City Council	Benefits & Tax	15/11/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21008077	Birmingham City Council	Adult Care Services	03/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008115	Birmingham City Council	Highways & Transport	25/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008145	Birmingham City Council	Education & Childrens Services	03/08/2021	Referred back for local resolution	Premature Decision - advice given		
21008192	Birmingham City Council	Education & Childrens Services	06/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21008194	Birmingham City Council	Adult Care Services	28/10/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21008234	Birmingham City Council	Benefits & Tax	09/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008237	Birmingham City Council	Housing	21/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21008245	Birmingham City Council	Education & Childrens Services	07/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008463	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008516	Birmingham City Council	Education & Childrens Services	09/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008615	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008702	Birmingham City Council	Highways & Transport	14/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21008804	Birmingham City Council	Benefits & Tax	15/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008876	Birmingham City Council	Education & Childrens Services	16/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008877	Birmingham City Council	Planning & Development	20/09/2021	Closed after initial enquiries	26(6)(b) appeal to Minister		
21008903	Birmingham City Council	Housing	17/09/2021	Referred back for local resolution	Premature Decision - advice given		
21009103	Birmingham City Council	Education & Childrens Services	30/11/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21009106	Birmingham City Council	Environmental Services & Public Protection & Regulation	04/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21009133	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/02/2022	Upheld	mal & inj	Apology/Financial Redress: Quantifiable Loss	
21009233	Birmingham City Council	Highways & Transport	17/11/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21009234	Birmingham City Council	Education & Childrens Services	23/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21009263	Birmingham City Council	Highways & Transport	16/11/2021	Upheld	Injustice remedied during BinJ complaint processes		
21009272	Birmingham City Council	Highways & Transport	18/11/2021	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21009276	Birmingham City Council	Environmental Services & Public Protection & Regulation	23/11/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21009324	Birmingham City Council	Housing	29/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21009486	Birmingham City Council	Planning & Development	15/11/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21009488	Birmingham City Council	Education & Childrens Services	29/09/2021	Referred back for local resolution	Premature Decision - advice given		
21009663	Birmingham City Council	Education & Childrens Services	14/02/2022	Not Upheld	Other reason not to continue with investigation		
21009706	Birmingham City Council	Housing	16/11/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21009777	Birmingham City Council	Education & Childrens Services	12/11/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21009833	Birmingham City Council	Highways & Transport	12/11/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21009877	Birmingham City Council	Housing	08/10/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010003	Birmingham City Council	Highways & Transport	15/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010029	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/10/2021	Referred back for local resolution	Premature Decision - advice given		
21010163	Birmingham City Council	Benefits & Tax	20/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
21010207	Birmingham City Council	Benefits & Tax	18/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010253	Birmingham City Council	Highways & Transport	15/11/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21010288	Birmingham City Council	Adult Care Services	14/10/2021	Referred back for local resolution	Premature Decision - advice given		
21010587	Birmingham City Council	Adult Care Services	03/12/2021	Advice given	Signpost - go to advice agency		
21010749	Birmingham City Council	Planning & Development	08/12/2021	Upheld	Injustice remedied during BinJ complaint processes		
21010751	Birmingham City Council	Planning & Development	24/11/2021	Advice given	Previously considered and decided		
21010786	Birmingham City Council	Housing	23/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010886	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/10/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010882	Birmingham City Council	Housing	22/10/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010901	Birmingham City Council	Environmental Services & Public Protection & Regulation	22/10/2021	Referred back for local resolution	Premature Decision - advice given		
21010941	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/12/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010963	Birmingham City Council	Adult Care Services	25/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011058	Birmingham City Council	Housing	26/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011067	Birmingham City Council	Education & Childrens Services	26/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011308	Birmingham City Council	Environmental Services & Public Protection & Regulation	29/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011382	Birmingham City Council	Planning & Development	20/12/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21011386	Birmingham City Council	Housing	05/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21011422	Birmingham City Council	Planning & Development	02/11/2021	Referred back for local resolution	Premature Decision - advice given		
21011643	Birmingham City Council	Adult Care Services	10/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21011713	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/12/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21011720	Birmingham City Council	Highways & Transport	21/12/2021	Advice given	Consent - section 26A(1)(b)		
21011735	Birmingham City Council	Adult Care Services	23/03/2022	Referred back for local resolution	Premature, open new case if resubmitted		
21011799	Birmingham City Council	Housing	21/12/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21011815	Birmingham City Council	Education & Childrens Services	08/11/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21012007	Birmingham City Council	Housing	14/12/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21012131	Birmingham City Council	Highways & Transport	02/12/2021	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21012138	Birmingham City Council	Housing	17/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012147	Birmingham City Council	Housing	15/11/2021	Advice given	Signpost - go to complaint handling		
21012168	Birmingham City Council	Benefits & Tax	19/12/2021	Referred back for local resolution	Not warranted by alleged injustice		
21012181	Birmingham City Council	Planning & Development	16/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012260	Birmingham City Council	Corporate & Other Services	05/01/2022	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21012402	Birmingham City Council	Planning & Development	15/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21012406	Birmingham City Council	Benefits & Tax	15/12/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21012432	Birmingham City Council	Adult Care Services	18/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012443	Birmingham City Council	Benefits & Tax	04/12/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21012467	Birmingham City Council	Other	19/11/2021	Advice given	Signpost - go to complaint handling		
21012603	Birmingham City Council	Benefits & Tax	05/01/2022	Closed after initial enquiries	Other Agency better placed		
21012663	Birmingham City Council	Highways & Transport	23/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012714	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012727	Birmingham City Council	Other	24/11/2021	Advice given	Signpost - go to complaint handling		
21012826	Birmingham City Council	Adult Care Services	24/11/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21012807	Birmingham City Council	Benefits & Tax	17/12/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21012808	Birmingham City Council	Planning & Development	17/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21012818	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/01/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21012826	Birmingham City Council	Education & Childrens Services	25/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012846	Birmingham City Council	Housing	25/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012868	Birmingham City Council	Highways & Transport	18/01/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21012938	Birmingham City Council	Planning & Development	24/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21013065	Birmingham City Council	Housing	30/11/2021	Referred back for local resolution	Premature Decision - advice given		
21013095	Birmingham City Council	Housing	14/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013097	Birmingham City Council	Education & Childrens Services	01/12/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21013099	Birmingham City Council	Highways & Transport	02/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21013163	Birmingham City Council	Benefits & Tax	01/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013190	Birmingham City Council	Highways & Transport	11/03/2022	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21013286	Birmingham City Council	Housing	03/12/2021	Advice given	Signpost - go to complaint handling		
21013300	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013312	Birmingham City Council	Highways & Transport	13/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21013367	Birmingham City Council	Adult Care Services	02/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013514	Birmingham City Council	Highways & Transport	08/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013710	Birmingham City Council	Housing	13/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013727	Birmingham City Council	Housing	13/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013734	Birmingham City Council	Housing	23/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013809	Birmingham City Council	Highways & Transport	01/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21013829	Birmingham City Council	Adult Care Services	02/02/2022	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21013908	Birmingham City Council	Other	18/12/2021	Advice given	Signpost - go to complaint handling		
21013954	Birmingham City Council	Highways & Transport	24/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014000	Birmingham City Council	Housing	01/03/2022	Closed after initial enquiries	At request of complainant		
21014058	Birmingham City Council	Benefits & Tax	21/12/2021	Referred back for local resolution	Premature Decision - advice given		
21014109	Birmingham City Council	Adult Care Services	17/02/2022	Upheld	Injustice remedied during BinJ complaint processes		
21014460	Birmingham City Council	Other	05/01/2022	Advice given	Signpost - go to complaint handling		
21014512	Birmingham City Council	Education & Childrens Services	26/01/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
21014548	Birmingham City Council	Highways & Transport	04/02/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
21014579	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/03/2022	Closed after initial enquiries	26(2) not made in 12 months		
21014593	Birmingham City Council	Housing	22/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21014617	Birmingham City Council	Housing	07/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21014620	Birmingham City Council	Adult Care Services	14/03/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
21014661	Birmingham City Council	Highways & Transport	17/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21014811	Birmingham City Council	Benefits & Tax	11/01/2022	Referred back for local resolution	Premature Decision - advice given		
21014889	Birmingham City Council	Housing	08/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014905	Birmingham City Council	Adult Care Services	17/02/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21014911	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014952	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/01/2022	Referred back for local resolution	Premature Decision - advice given		

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20104964	Birmingham City Council	Highways & Transport	15/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20104972	Birmingham City Council	Benefits & Tax	08/02/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
20104988	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/02/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20105048	Birmingham City Council	Housing	15/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20105057	Birmingham City Council	Education & Childrens Services	22/02/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
20105061	Birmingham City Council	Housing	22/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20105105	Birmingham City Council	Environmental Services & Public Protection & Regulation	16/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20105271	Birmingham City Council	Highways & Transport	16/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20105309	Birmingham City Council	Planning & Development	02/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20105501	Birmingham City Council	Highways & Transport	16/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20105537	Birmingham City Council	Housing	24/01/2022	Referred back for local resolution	Premature Decision - advice given		
20105622	Birmingham City Council	Highways & Transport	21/03/2022	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
20105719	Birmingham City Council	Highways & Transport	26/01/2022	Referred back for local resolution	Premature Decision - advice given		
20105728	Birmingham City Council	Planning & Development	26/01/2022	Referred back for local resolution	Premature Decision - advice given		
20105850	Birmingham City Council	Other	27/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20105865	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20105897	Birmingham City Council	Education & Childrens Services	09/02/2022	Referred back for local resolution	Premature Decision - advice given		
20105900	Birmingham City Council	Corporate & Other Services	23/02/2022	Upheld	Injustice remedied during BinJ complaint processes		
20105968	Birmingham City Council	Planning & Development	28/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20106003	Birmingham City Council	Housing	03/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20106039	Birmingham City Council	Education & Childrens Services	31/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20106066	Birmingham City Council	Planning & Development	10/02/2022	Advice given	Previously considered and decided		
20106161	Birmingham City Council	Highways & Transport	02/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20106173	Birmingham City Council	Housing	01/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20106255	Birmingham City Council	Corporate & Other Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20106277	Birmingham City Council	Adult Care Services	28/02/2022	Closed after initial enquiries	26(6)(2) not made in 12 months		
20106512	Birmingham City Council	Corporate & Other Services	30/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20106530	Birmingham City Council	Education & Childrens Services	11/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20106555	Birmingham City Council	Corporate & Other Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20106565	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/02/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20106702	Birmingham City Council	Environmental Services & Public Protection & Regulation	04/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20106848	Birmingham City Council	Housing	19/03/2022	Referred back for local resolution	Premature Decision - advice given		
20106874	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/02/2022	Referred back for local resolution	Premature Decision - advice given		
20106922	Birmingham City Council	Highways & Transport	24/02/2022	Referred back for local resolution	Premature Decision - advice given		
20106959	Birmingham City Council	Education & Childrens Services	16/02/2022	Referred back for local resolution	Premature Decision - advice given		
20107051	Birmingham City Council	Highways & Transport	10/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
20107054	Birmingham City Council	Adult Care Services	18/02/2022	Referred back for local resolution	Premature Decision - advice given		
20107067	Birmingham City Council	Education & Childrens Services	18/03/2022	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
20107104	Birmingham City Council	Benefits & Tax	28/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
20107119	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/02/2022	Referred back for local resolution	Premature Decision - advice given		
20107152	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107161	Birmingham City Council	NULL	21/02/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20107197	Birmingham City Council	Benefits & Tax	31/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20107419	Birmingham City Council	Housing	23/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20107429	Birmingham City Council	Highways & Transport	10/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20107490	Birmingham City Council	Housing	25/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20107583	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107623	Birmingham City Council	Education & Childrens Services	01/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107645	Birmingham City Council	Education & Childrens Services	22/03/2022	Closed after initial enquiries	Other Agency better placed		
20107688	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107782	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107821	Birmingham City Council	Housing	04/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107889	Birmingham City Council	Housing	08/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107921	Birmingham City Council	Benefits & Tax	08/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107969	Birmingham City Council	Housing	09/03/2022	Advice given	Signpost - go to complaint handling		
20107988	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108006	Birmingham City Council	Housing	16/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20108027	Birmingham City Council	Highways & Transport	25/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20108162	Birmingham City Council	Housing	28/03/2022	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
20108210	Birmingham City Council	Planning & Development	22/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20108216	Birmingham City Council	Housing	14/03/2022	Advice given	Signpost - go to complaint handling		
20108347	Birmingham City Council	Education & Childrens Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20108355	Birmingham City Council	Education & Childrens Services	17/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108423	Birmingham City Council	Housing	17/03/2022	Advice given	Signpost - go to complaint handling		
20108391	Birmingham City Council	Housing	17/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108435	Birmingham City Council	Adult Care Services	17/03/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20108462	Birmingham City Council	Education & Childrens Services	18/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108587	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108619	Birmingham City Council	Housing	21/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108640	Birmingham City Council	Education & Childrens Services	28/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108669	Birmingham City Council	Housing	25/03/2022	Advice given	Signpost - go to complaint handling		
20108679	Birmingham City Council	Highways & Transport	24/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20108744	Birmingham City Council	Highways & Transport	29/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20108837	Birmingham City Council	Housing	25/03/2022	Advice given	Signpost - go to complaint handling		
20108866	Birmingham City Council	Housing	28/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108915	Birmingham City Council	Housing	28/03/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20108921	Birmingham City Council	Planning & Development	30/03/2022	Closed after initial enquiries	26(6)(b) appeal to Minister		
20109029	Birmingham City Council	Housing	30/03/2022	Advice given	Signpost - go to complaint handling		
20109079	Birmingham City Council	Education & Childrens Services	31/03/2022	Referred back for local resolution	Premature Decision - advice given		

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Reference	Authority	Category	Received
19021091	Birmingham City Council	Benefits & Tax	08/06/2021
20003987	Birmingham City Council	Adult Care Services	14/04/2021
21011413	Birmingham City Council	Education & Childrens Services	26/11/2021
21011870	Birmingham City Council	Education & Childrens Services	09/11/2021
21011871	Birmingham City Council	Highways & Transport	09/11/2021
20006959	Birmingham City Council	Education & Childrens Services	05/07/2021
21014847	Birmingham City Council	Housing	11/01/2022
21015527	Birmingham City Council	Corporate & Other Services	21/01/2022
20008426	Birmingham City Council	Adult Care Services	28/07/2021
20008513	Birmingham City Council	Housing	22/04/2021
20008890	Birmingham City Council	Education & Childrens Services	06/12/2021
20009104	Birmingham City Council	Adult Care Services	06/07/2021
21017295	Birmingham City Council	Highways & Transport	22/02/2022
20010367	Birmingham City Council	Housing	23/04/2021
21017364	Birmingham City Council	Adult Care Services	23/02/2022
20011188	Birmingham City Council	Housing	21/06/2021
21014688	Birmingham City Council	Housing	12/01/2022
21014738	Birmingham City Council	Housing	10/01/2022

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20012611	Birmingham City Council	Education & Childrens Services	01/04/2021
20013410	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/03/2022
20013838	Birmingham City Council	Environmental Services & Public Protection & Regulation	16/11/2021
20014534	Birmingham City Council	Housing	13/04/2021
21000027	Birmingham City Council	Housing	01/04/2021
21000044	Birmingham City Council	Planning & Development	01/04/2021
21000046	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/04/2021
21000140	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/04/2021
21000222	Birmingham City Council	Highways & Transport	15/04/2021
21000226	Birmingham City Council	Adult Care Services	28/06/2021
21000302	Birmingham City Council	Benefits & Tax	09/04/2021
21000323	Birmingham City Council	Education & Childrens Services	12/04/2021
21000379	Birmingham City Council	Housing	13/04/2021
21000393	Birmingham City Council	Benefits & Tax	13/04/2021
21000418	Birmingham City Council	Education & Childrens Services	17/05/2021
21000432	Birmingham City Council	Education & Childrens Services	08/07/2021
21000476	Birmingham City Council	Housing	14/04/2021
21000487	Birmingham City Council	Housing	05/05/2021
21000699	Birmingham City Council	Adult Care Services	16/04/2021

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21000737	Birmingham City Council	Environmental Services & Public Protection & Regulation	19/04/2021
21000773	Birmingham City Council	Benefits & Tax	14/05/2021
21000809	Birmingham City Council	Housing	21/04/2021
21000856	Birmingham City Council	Corporate & Other Services	28/07/2021
21000868	Birmingham City Council	Environmental Services & Public Protection & Regulation	20/04/2021
21000869	Birmingham City Council	Benefits & Tax	28/04/2021
21000872	Birmingham City Council	Housing	20/04/2021
21000920	Birmingham City Council	Education & Childrens Services	21/04/2021
21000977	Birmingham City Council	Housing	22/04/2021
21000983	Birmingham City Council	Housing	22/04/2021
21000985	Birmingham City Council	Housing	22/04/2021
21001042	Birmingham City Council	Highways & Transport	06/05/2021
21001044	Birmingham City Council	Housing	22/04/2021
21001118	Birmingham City Council	Education & Childrens Services	26/04/2021
21001170	Birmingham City Council	Benefits & Tax	26/04/2021
21001293	Birmingham City Council	Environmental Services & Public Protection & Regulation	28/04/2021
21001331	Birmingham City Council	Environmental Services & Public Protection & Regulation	29/04/2021
21001335	Birmingham City Council	Adult Care Services	28/05/2021
21001441	Birmingham City Council	Housing	30/04/2021

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21001442	Birmingham City Council	Highways & Transport	30/04/2021
21001461	Birmingham City Council	Adult Care Services	04/05/2021
21001473	Birmingham City Council	Highways & Transport	04/05/2021
21001559	Birmingham City Council	Housing	05/05/2021
21001611	Birmingham City Council	Education & Childrens Services	06/05/2021
21001631	Birmingham City Council	Planning & Development	06/05/2021
21001638	Birmingham City Council	Adult Care Services	06/05/2021
21001675	Birmingham City Council	Benefits & Tax	07/07/2021
21001684	Birmingham City Council	Housing	07/05/2021
21001717	Birmingham City Council	Highways & Transport	14/05/2021
21001736	Birmingham City Council	Adult Care Services	10/05/2021
21001758	Birmingham City Council	Housing	12/08/2021
21001788	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/05/2021
21001794	Birmingham City Council	Housing	10/05/2021
21001796	Birmingham City Council	Other	11/05/2021
21001808	Birmingham City Council	Housing	10/05/2021
21001824	Birmingham City Council	Adult Care Services	11/05/2021
21001856	Birmingham City Council	Housing	11/05/2021
21001883	Birmingham City Council	Housing	11/05/2021

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21001971	Birmingham City Council	Highways & Transport	13/05/2021
21002109	Birmingham City Council	Housing	04/06/2021
21002152	Birmingham City Council	Housing	17/05/2021
21002185	Birmingham City Council	Housing	02/06/2021
21002191	Birmingham City Council	Adult Care Services	17/05/2021
21002212	Birmingham City Council	Highways & Transport	17/05/2021
21002254	Birmingham City Council	Other	18/05/2021
21002269	Birmingham City Council	Other	18/05/2021
21002319	Birmingham City Council	Highways & Transport	19/05/2021
21002323	Birmingham City Council	Corporate & Other Services	19/05/2021
21002347	Birmingham City Council	Other	19/05/2021
21002446	Birmingham City Council	Highways & Transport	20/05/2021
21002460	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/05/2021
21002555	Birmingham City Council	Highways & Transport	28/05/2021
21002578	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/05/2021
21002608	Birmingham City Council	Benefits & Tax	25/05/2021
21002748	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/06/2021
21003261	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/06/2021
21002843	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/06/2021

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21002906	Birmingham City Council	Environmental Services & Public Protection & Regulation	28/05/2021
21002953	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/06/2021
21002990	Birmingham City Council	Education & Childrens Services	01/06/2021
21002994	Birmingham City Council	Highways & Transport	01/09/2021
21003014	Birmingham City Council	Education & Childrens Services	01/06/2021
21003044	Birmingham City Council	Housing	01/06/2021
21003059	Birmingham City Council	Housing	04/06/2021
21003074	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/06/2021
21003143	Birmingham City Council	Housing	03/06/2021
21003197	Birmingham City Council	Adult Care Services	08/02/2022
21003300	Birmingham City Council	Adult Care Services	30/06/2021
21003323	Birmingham City Council	Benefits & Tax	07/06/2021
21003331	Birmingham City Council	Planning & Development	08/06/2021
21005060	Birmingham City Council	Other	07/07/2021
21003363	Birmingham City Council	Housing	08/06/2021
21003436	Birmingham City Council	Planning & Development	09/06/2021
21003501	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/06/2021
21003535	Birmingham City Council	Education & Childrens Services	11/06/2021
21003581	Birmingham City Council	Housing	10/06/2021

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21003666	Birmingham City Council	Housing	14/06/2021
21003805	Birmingham City Council	Corporate & Other Services	16/06/2021
21003975	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/12/2021
21004031	Birmingham City Council	Housing	21/06/2021
21004042	Birmingham City Council	Education & Childrens Services	25/06/2021
21004047	Birmingham City Council	Benefits & Tax	29/06/2021
21004058	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/06/2021
21004060	Birmingham City Council	Education & Childrens Services	21/06/2021
21004202	Birmingham City Council	Highways & Transport	23/06/2021
21004203	Birmingham City Council	Housing	23/06/2021
21004217	Birmingham City Council	Education & Childrens Services	23/06/2021
21004238	Birmingham City Council	Housing	23/06/2021
21004275	Birmingham City Council	Housing	24/06/2021
21004284	Birmingham City Council	Housing	28/01/2022
21004287	Birmingham City Council	Adult Care Services	24/06/2021
21004333	Birmingham City Council	Education & Childrens Services	24/06/2021
21004379	Birmingham City Council	Housing	25/06/2021
21004499	Birmingham City Council	Housing	28/06/2021
21004528	Birmingham City Council	Adult Care Services	28/06/2021

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21004593	Birmingham City Council	Adult Care Services	01/07/2021
21004615	Birmingham City Council	Education & Childrens Services	30/06/2021
21004731	Birmingham City Council	Housing	01/07/2021
21004792	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/07/2021
21004814	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/07/2021
21004889	Birmingham City Council	Benefits & Tax	05/07/2021
21004902	Birmingham City Council	Housing	05/07/2021
21004987	Birmingham City Council	Housing	23/12/2021
21005014	Birmingham City Council	Housing	15/07/2021
21005086	Birmingham City Council	Environmental Services & Public Protection & Regulation	07/12/2021
21005194	Birmingham City Council	Other	09/07/2021
21005331	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/07/2021
21005402	Birmingham City Council	Education & Childrens Services	24/09/2021
21005409	Birmingham City Council	Education & Childrens Services	14/07/2021
21005465	Birmingham City Council	Planning & Development	23/07/2021
21010313	Birmingham City Council	Housing	14/10/2021
21005553	Birmingham City Council	Education & Childrens Services	23/07/2021
21005649	Birmingham City Council	Corporate & Other Services	20/07/2021
21005953	Birmingham City Council	Benefits & Tax	23/07/2021

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21005955	Birmingham City Council	Housing	29/07/2021
21005988	Birmingham City Council	Education & Childrens Services	23/07/2021
21006022	Birmingham City Council	Environmental Services & Public Protection & Regulation	26/07/2021
21006065	Birmingham City Council	Education & Childrens Services	26/07/2021
21006070	Birmingham City Council	Housing	26/07/2021
21006092	Birmingham City Council	Housing	26/07/2021
21006111	Birmingham City Council	Housing	04/08/2021
21006168	Birmingham City Council	Housing	27/07/2021
21006174	Birmingham City Council	Highways & Transport	27/07/2021
21006278	Birmingham City Council	Education & Childrens Services	28/07/2021
21006361	Birmingham City Council	Benefits & Tax	29/07/2021
21006382	Birmingham City Council	Benefits & Tax	29/07/2021
21006430	Birmingham City Council	Other	30/07/2021
21006453	Birmingham City Council	Education & Childrens Services	30/07/2021
21006537	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/08/2021
21006789	Birmingham City Council	Environmental Services & Public Protection & Regulation	06/08/2021
21006812	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/11/2021
21006869	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/08/2021
21006878	Birmingham City Council	Housing	09/08/2021

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21006887	Birmingham City Council	Adult Care Services	10/08/2021
21007000	Birmingham City Council	Housing	13/09/2021
21007094	Birmingham City Council	Benefits & Tax	12/08/2021
21007148	Birmingham City Council	Highways & Transport	12/08/2021
21007155	Birmingham City Council	Education & Childrens Services	12/08/2021
21007187	Birmingham City Council	Education & Childrens Services	13/08/2021
21007239	Birmingham City Council	Education & Childrens Services	13/08/2021
21007246	Birmingham City Council	Highways & Transport	13/08/2021
21007256	Birmingham City Council	Benefits & Tax	16/08/2021
21007354	Birmingham City Council	Corporate & Other Services	17/08/2021
21007360	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/08/2021
21007403	Birmingham City Council	Environmental Services & Public Protection & Regulation	18/08/2021
21007420	Birmingham City Council	Benefits & Tax	18/08/2021
21007453	Birmingham City Council	Environmental Services & Public Protection & Regulation	18/08/2021
21007478	Birmingham City Council	Housing	19/08/2021
21007492	Birmingham City Council	Housing	19/08/2021
21007515	Birmingham City Council	Housing	19/08/2021
21007580	Birmingham City Council	Housing	23/08/2021
21007585	Birmingham City Council	Environmental Services & Public Protection & Regulation	23/08/2021

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21007736	Birmingham City Council	Education & Childrens Services	26/08/2021
21007788	Birmingham City Council	Benefits & Tax	27/08/2021
21007946	Birmingham City Council	Housing	01/09/2021
21007964	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/09/2021
21008018	Birmingham City Council	Education & Childrens Services	02/09/2021
21008052	Birmingham City Council	Environmental Services & Public Protection & Regulation	22/11/2021
21008053	Birmingham City Council	Housing	02/09/2021
21008054	Birmingham City Council	Benefits & Tax	08/09/2021
21008077	Birmingham City Council	Adult Care Services	03/09/2021
21008115	Birmingham City Council	Highways & Transport	03/09/2021
21008148	Birmingham City Council	Education & Childrens Services	03/09/2021
21008192	Birmingham City Council	Education & Childrens Services	06/09/2021
21008194	Birmingham City Council	Adult Care Services	06/09/2021
21008234	Birmingham City Council	Benefits & Tax	07/09/2021
21008237	Birmingham City Council	Housing	07/09/2021
21008245	Birmingham City Council	Education & Childrens Services	07/09/2021
21008463	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/09/2021
21008516	Birmingham City Council	Education & Childrens Services	09/09/2021
21008615	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/09/2021

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21008682	Birmingham City Council	Housing	13/09/2021
21008702	Birmingham City Council	Highways & Transport	14/09/2021
21008804	Birmingham City Council	Benefits & Tax	15/09/2021
21008876	Birmingham City Council	Education & Childrens Services	16/09/2021
21008877	Birmingham City Council	Planning & Development	16/09/2021
21008903	Birmingham City Council	Housing	17/09/2021
21009103	Birmingham City Council	Education & Childrens Services	21/09/2021
21009106	Birmingham City Council	Environmental Services & Public Protection & Regulation	29/09/2021
21009110	Birmingham City Council	Housing	28/10/2021
21009133	Birmingham City Council	Environmental Services & Public Protection & Regulation	22/09/2021
21009233	Birmingham City Council	Highways & Transport	23/09/2021
21009234	Birmingham City Council	Education & Childrens Services	23/09/2021
21009263	Birmingham City Council	Highways & Transport	24/09/2021
21009272	Birmingham City Council	Highways & Transport	24/09/2021
21009278	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/10/2021
21009324	Birmingham City Council	Housing	27/09/2021
21009486	Birmingham City Council	Planning & Development	29/09/2021
21009488	Birmingham City Council	Education & Childrens Services	29/09/2021
21009663	Birmingham City Council	Education & Childrens Services	01/10/2021

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21009706	Birmingham City Council	Housing	11/10/2021
21009777	Birmingham City Council	Education & Childrens Services	05/10/2021
21009812	Birmingham City Council	Adult Care Services	01/02/2022
21009833	Birmingham City Council	Highways & Transport	06/10/2021
21009877	Birmingham City Council	Housing	06/10/2021
21009899	Birmingham City Council	Housing	07/10/2021
21009900	Birmingham City Council	Housing	07/10/2021
21010003	Birmingham City Council	Highways & Transport	08/10/2021
21010029	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/10/2021
21010088	Birmingham City Council	Highways & Transport	11/10/2021
21010094	Birmingham City Council	Housing	28/01/2022
21010125	Birmingham City Council	Education & Childrens Services	10/02/2022
21010165	Birmingham City Council	Benefits & Tax	18/01/2022
21010171	Birmingham City Council	Benefits & Tax	13/10/2021
21010207	Birmingham City Council	Benefits & Tax	13/10/2021
21010253	Birmingham City Council	Highways & Transport	13/10/2021
21010288	Birmingham City Council	Adult Care Services	14/10/2021
21010587	Birmingham City Council	Adult Care Services	03/12/2021
21010749	Birmingham City Council	Planning & Development	21/10/2021

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21010751	Birmingham City Council	Planning & Development	21/10/2021
21010766	Birmingham City Council	Housing	21/10/2021
21010847	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/10/2021
21010866	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/10/2021
21010875	Birmingham City Council	Highways & Transport	22/10/2021
21010882	Birmingham City Council	Housing	22/10/2021
21010901	Birmingham City Council	Environmental Services & Public Protection & Regulation	22/10/2021
21010941	Birmingham City Council	Environmental Services & Public Protection & Regulation	28/10/2021
21010989	Birmingham City Council	Environmental Services & Public Protection & Regulation	18/11/2021
21010990	Birmingham City Council	Environmental Services & Public Protection & Regulation	19/11/2021
21010993	Birmingham City Council	Adult Care Services	25/10/2021
21011058	Birmingham City Council	Housing	26/10/2021
21011067	Birmingham City Council	Education & Childrens Services	26/10/2021
21011093	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/11/2021
21011308	Birmingham City Council	Environmental Services & Public Protection & Regulation	29/10/2021
21011382	Birmingham City Council	Planning & Development	01/11/2021
21011386	Birmingham City Council	Housing	10/11/2021
21011422	Birmingham City Council	Planning & Development	02/11/2021
21011437	Birmingham City Council	Adult Care Services	02/11/2021

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21011455	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/11/2021
21011643	Birmingham City Council	Adult Care Services	04/11/2021
21011685	Birmingham City Council	Environmental Services & Public Protection & Regulation	05/11/2021
21011713	Birmingham City Council	Environmental Services & Public Protection & Regulation	05/11/2021
21011720	Birmingham City Council	Highways & Transport	05/11/2021
21011735	Birmingham City Council	Adult Care Services	12/11/2021
21011799	Birmingham City Council	Housing	08/11/2021
21011818	Birmingham City Council	Education & Childrens Services	08/11/2021
21011884	Birmingham City Council	Education & Childrens Services	09/11/2021
21011958	Birmingham City Council	Planning & Development	10/11/2021
21012007	Birmingham City Council	Housing	11/11/2021
21012131	Birmingham City Council	Highways & Transport	15/11/2021
21012138	Birmingham City Council	Housing	17/11/2021
21012147	Birmingham City Council	Housing	15/11/2021
21012167	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/11/2021
21012168	Birmingham City Council	Benefits & Tax	16/11/2021
21012181	Birmingham City Council	Planning & Development	16/11/2021
21012260	Birmingham City Council	Corporate & Other Services	17/11/2021
21012352	Birmingham City Council	Adult Care Services	25/11/2021

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21012381	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/12/2021
21012402	Birmingham City Council	Planning & Development	19/01/2022
21012406	Birmingham City Council	Benefits & Tax	18/11/2021
21012432	Birmingham City Council	Adult Care Services	18/11/2021
21012443	Birmingham City Council	Benefits & Tax	18/11/2021
21012467	Birmingham City Council	Other	19/11/2021
21012582	Birmingham City Council	Housing	26/11/2021
21012603	Birmingham City Council	Benefits & Tax	22/11/2021
21012624	Birmingham City Council	Housing	22/12/2021
21012663	Birmingham City Council	Highways & Transport	23/11/2021
21012714	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/11/2021
21012727	Birmingham City Council	Other	24/11/2021
21012806	Birmingham City Council	NULL	25/11/2021
21012807	Birmingham City Council	Benefits & Tax	25/11/2021
21012808	Birmingham City Council	Planning & Development	02/12/2021
21012818	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/11/2021
21012826	Birmingham City Council	Education & Childrens Services	25/11/2021
21012846	Birmingham City Council	Housing	25/11/2021
21012868	Birmingham City Council	Highways & Transport	26/11/2021

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21012938	Birmingham City Council	Planning & Development	09/12/2021
21012941	Birmingham City Council	Housing	29/11/2021
21013065	Birmingham City Council	Housing	30/11/2021
21013095	Birmingham City Council	Housing	14/12/2021
21013097	Birmingham City Council	Education & Childrens Services	01/12/2021
21013099	Birmingham City Council	Highways & Transport	12/01/2022
21013125	Birmingham City Council	Highways & Transport	01/12/2021
21013163	Birmingham City Council	Benefits & Tax	01/12/2021
21013190	Birmingham City Council	Highways & Transport	02/12/2021
21013286	Birmingham City Council	Housing	03/12/2021
21013300	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/12/2021
21013312	Birmingham City Council	Highways & Transport	06/12/2021
21013367	Birmingham City Council	Adult Care Services	06/12/2021
21013496	Birmingham City Council	Education & Childrens Services	07/12/2021
21013514	Birmingham City Council	Highways & Transport	08/12/2021
21013522	Birmingham City Council	Housing	08/12/2021
21013598	Birmingham City Council	Highways & Transport	09/12/2021
21013618	Birmingham City Council	Education & Childrens Services	10/12/2021
21013710	Birmingham City Council	Housing	13/12/2021

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21013727	Birmingham City Council	Housing	13/12/2021
21013734	Birmingham City Council	Housing	23/12/2021
21013809	Birmingham City Council	Highways & Transport	15/12/2021
21013828	Birmingham City Council	Adult Care Services	15/12/2021
21013854	Birmingham City Council	Highways & Transport	15/12/2021
21013861	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/12/2021
21013908	Birmingham City Council	Other	16/12/2021
21013954	Birmingham City Council	Highways & Transport	17/12/2021
21014000	Birmingham City Council	Housing	20/12/2021
21014058	Birmingham City Council	Benefits & Tax	21/12/2021
21014109	Birmingham City Council	Adult Care Services	18/01/2022
21014172	Birmingham City Council	Benefits & Tax	21/12/2021
21014386	Birmingham City Council	Benefits & Tax	04/01/2022
21014460	Birmingham City Council	Other	05/01/2022
21014465	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/01/2022
21014512	Birmingham City Council	Education & Childrens Services	10/01/2022
21014548	Birmingham City Council	Highways & Transport	28/01/2022
21014579	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/01/2022
21014593	Birmingham City Council	Housing	06/01/2022

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21014617	Birmingham City Council	Housing	07/01/2022
21014629	Birmingham City Council	Adult Care Services	07/01/2022
21014661	Birmingham City Council	Highways & Transport	03/02/2022
21014811	Birmingham City Council	Benefits & Tax	11/01/2022
21014871	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/01/2022
21014889	Birmingham City Council	Housing	12/01/2022
21014905	Birmingham City Council	Adult Care Services	13/01/2022
21014911	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/01/2022
21014947	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/01/2022
21014952	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/01/2022
21014964	Birmingham City Council	Highways & Transport	12/01/2022
21014972	Birmingham City Council	Benefits & Tax	13/01/2022
21014988	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/01/2022
21015013	Birmingham City Council	Housing	19/01/2022
21015048	Birmingham City Council	Housing	13/01/2022
21015057	Birmingham City Council	Education & Childrens Services	14/01/2022
21015061	Birmingham City Council	Housing	10/02/2022
21015105	Birmingham City Council	Environmental Services & Public Protection & Regulation	14/01/2022
21015214	Birmingham City Council	Environmental Services & Public Protection & Regulation	18/01/2022

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21015271	Birmingham City Council	Highways & Transport	18/01/2022
21015299	Birmingham City Council	Housing	18/01/2022
21015309	Birmingham City Council	Planning & Development	26/01/2022
21015441	Birmingham City Council	Environmental Services & Public Protection & Regulation	20/01/2022
21015501	Birmingham City Council	Highways & Transport	21/01/2022
21015537	Birmingham City Council	Housing	24/01/2022
21015622	Birmingham City Council	Highways & Transport	25/01/2022
21015635	Birmingham City Council	Education & Childrens Services	10/02/2022
21015719	Birmingham City Council	Highways & Transport	26/01/2022
21015723	Birmingham City Council	Environmental Services & Public Protection & Regulation	26/01/2022
21015728	Birmingham City Council	Planning & Development	26/01/2022
21015830	Birmingham City Council	Education & Childrens Services	27/01/2022
21015850	Birmingham City Council	Other	27/01/2022
21015865	Birmingham City Council	Environmental Services & Public Protection & Regulation	27/01/2022
21015897	Birmingham City Council	Education & Childrens Services	09/02/2022
21015900	Birmingham City Council	Corporate & Other Services	27/01/2022
21015968	Birmingham City Council	Planning & Development	28/01/2022
21016003	Birmingham City Council	Housing	31/01/2022
21016008	Birmingham City Council	Housing	02/02/2022

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21016039	Birmingham City Council	Education & Childrens Services	31/01/2022
21016066	Birmingham City Council	Planning & Development	01/02/2022
21016161	Birmingham City Council	Highways & Transport	02/02/2022
21016173	Birmingham City Council	Housing	02/02/2022
21016255	Birmingham City Council	Corporate & Other Services	21/02/2022
21016277	Birmingham City Council	Adult Care Services	03/02/2022
21016368	Birmingham City Council	Education & Childrens Services	16/02/2022
21016499	Birmingham City Council	Housing	09/02/2022
21016512	Birmingham City Council	Corporate & Other Services	09/02/2022
21016530	Birmingham City Council	Education & Childrens Services	09/02/2022
21016555	Birmingham City Council	Corporate & Other Services	11/02/2022
21016565	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/02/2022
21016702	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/02/2022
21016828	Birmingham City Council	Education & Childrens Services	29/03/2022
21016848	Birmingham City Council	Housing	15/02/2022
21016874	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/02/2022
21016922	Birmingham City Council	Highways & Transport	24/02/2022
21016959	Birmingham City Council	Education & Childrens Services	16/02/2022
21017051	Birmingham City Council	Highways & Transport	18/02/2022

Appendix 2 – LGSCO Annual review; BCC figures 2021/22 – Matters received

21017054	Birmingham City Council	Adult Care Services	18/02/2022
21017067	Birmingham City Council	Education & Childrens Services	18/02/2022
21017099	Birmingham City Council	Housing	18/02/2022
21017104	Birmingham City Council	Benefits & Tax	18/02/2022
21017119	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/02/2022
21017152	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/02/2022
21017161	Birmingham City Council	NULL	21/02/2022
21017197	Birmingham City Council	Benefits & Tax	21/02/2022
21017229	Birmingham City Council	Adult Care Services	22/02/2022
21017419	Birmingham City Council	Housing	25/02/2022
21017429	Birmingham City Council	Highways & Transport	24/02/2022
21017490	Birmingham City Council	Housing	25/02/2022
21017583	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/03/2022
21017596	Birmingham City Council	Adult Care Services	28/02/2022
21017623	Birmingham City Council	Education & Childrens Services	01/03/2022
21017645	Birmingham City Council	Education & Childrens Services	02/03/2022
21017668	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/03/2022
21017745	Birmingham City Council	Housing	02/03/2022
21017773	Birmingham City Council	Highways & Transport	03/03/2022

Appendix 2 – LGSCO Annual review; BCC figures 2021/22 – Matters received

21017782	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/03/2022
21017821	Birmingham City Council	Housing	04/03/2022
21017847	Birmingham City Council	Highways & Transport	04/03/2022
21017881	Birmingham City Council	Environmental Services & Public Protection & Regulation	05/03/2022
21017889	Birmingham City Council	Housing	06/03/2022
21017921	Birmingham City Council	Benefits & Tax	07/03/2022
21017940	Birmingham City Council	Environmental Services & Public Protection & Regulation	29/03/2022
21017969	Birmingham City Council	Housing	09/03/2022
21017988	Birmingham City Council	Environmental Services & Public Protection & Regulation	07/03/2022
21017989	Birmingham City Council	Housing	08/03/2022
21018006	Birmingham City Council	Housing	08/03/2022
21018024	Birmingham City Council	Education & Childrens Services	08/03/2022
21018027	Birmingham City Council	Highways & Transport	08/03/2022
21018073	Birmingham City Council	Highways & Transport	09/03/2022
21018046	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/03/2022
21018062	Birmingham City Council	Housing	17/03/2022
21018162	Birmingham City Council	Housing	11/03/2022
21018210	Birmingham City Council	Planning & Development	14/03/2022
21018216	Birmingham City Council	Housing	11/03/2022

Appendix 2 – LGSCO Annual review; BCC figures 2021/22 – Matters received

21018334	Birmingham City Council	Benefits & Tax	14/03/2022
21018347	Birmingham City Council	Education & Childrens Services	15/03/2022
21018355	Birmingham City Council	Education & Childrens Services	15/03/2022
21018423	Birmingham City Council	Housing	16/03/2022
21018391	Birmingham City Council	Housing	16/03/2022
21018401	Birmingham City Council	Environmental Services & Public Protection & Regulation	16/03/2022
21018435	Birmingham City Council	Adult Care Services	16/03/2022
21018462	Birmingham City Council	Education & Childrens Services	17/03/2022
21018573	Birmingham City Council	Environmental Services & Public Protection & Regulation	20/03/2022
21018587	Birmingham City Council	Environmental Services & Public Protection & Regulation	20/03/2022
21018614	Birmingham City Council	Adult Care Services	28/03/2022
21018619	Birmingham City Council	Housing	21/03/2022
21018640	Birmingham City Council	Education & Childrens Services	28/03/2022
21018660	Birmingham City Council	Housing	22/03/2022
21018669	Birmingham City Council	Housing	25/03/2022
21018679	Birmingham City Council	Highways & Transport	22/03/2022
21018694	Birmingham City Council	Education & Childrens Services	22/03/2022
21018744	Birmingham City Council	Highways & Transport	24/03/2022
21018837	Birmingham City Council	Housing	25/03/2022

Appendix 2 – LGSCO Annual review; BCC figures 2021/22 – Matters received

21018866	Birmingham City Council	Housing	28/03/2022
21018915	Birmingham City Council	Housing	28/03/2022
21018921	Birmingham City Council	Planning & Development	28/03/2022
21018994	Birmingham City Council	Benefits & Tax	29/03/2022
21019029	Birmingham City Council	Housing	30/03/2022
21019042	Birmingham City Council	Housing	31/03/2022
21019079	Birmingham City Council	Education & Childrens Services	31/03/2022
21019101	Birmingham City Council	Environmental Services & Public Protection & Regulation	31/03/2022

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18001919	Birmingham City Council	Adult Care Services	28-Jan-19	ApologyFinancial redress: Avoidable distress/time and troubleOther RemedyProcedure or policy change/review	29-Apr-19	13-Apr-21	Remedy completed late
19001144	Birmingham City Council	Planning & Development	29-Mar-21	Financial redress: Avoidable distress/time and troubleProvide training and/or guidanceProcedure or policy change/review	30-Sep-21	14-Oct-21	Remedy completed late
19004079	Birmingham City Council	Education & Childrens Services	10-Mar-21	Financial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceProvide training and/or guidance	10-Jun-21	02-Jun-21	Remedy complete and satisfied
19009930	Birmingham City Council	Housing	03-Nov-20	Financial redress: Avoidable distress/time and troubleProvide training and/or guidanceApologyNew appeal/review or reconsidered decision	22-Jun-21	22-Jun-21	Remedy complete and satisfied
19016498	Birmingham City Council	Adult Care Services	05-May-21	ApologyProcedure or policy change/review	14-Jul-21	13-Jul-21	Remedy complete and satisfied
19016550	Birmingham City Council	Corporate & Other Services	24-Aug-21	ApologyNew appeal/review or reconsidered decision	22-Sep-21	15-Nov-21	Remedy completed late
19017667	Birmingham City Council	Environmental Services & Public Protection & Regulation	04-Sep-20	ApologyFinancial redress: Avoidable distress/time and trouble	04-Jan-21	26-May-21	Remedy completed late
19017943	Birmingham City Council	Housing	04-Jan-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	15-Feb-21	23-Apr-21	Remedy completed late
19018743	Birmingham City Council	Housing	04-Jan-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide servicesProvide training and/or guidance	05-Jul-21	09-Aug-21	Remedy completed late
19019194	Birmingham City Council	Education & Childrens Services	26-Feb-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide servicesProvide training and/or guidance	26-Aug-21	26-Aug-21	Remedy complete and satisfied
19019343	Birmingham City Council	Environmental Services & Public Protection & Regulation	03-Mar-21	ApologyFinancial redress: Avoidable distress/time and trouble	06-Apr-21	14-Apr-21	Remedy completed late
19019555	Birmingham City Council	Housing	24-Jun-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide information/advice to person affectedProvide services to person affected	25-Aug-21	20-Sep-21	Remedy complete and satisfied
19020322	Birmingham City Council	Adult Care Services	18-Aug-21	Financial redress: Avoidable distress/time and troubleProvide training and/or guidance	17-Sep-21	26-Sep-21	Remedy completed late
20000991	Birmingham City Council	Environmental Services & Public Protection & Regulation	25-Nov-20	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewNew appeal/review or reconsidered decision	23-Dec-20	20-Apr-21	Remedy completed late
20001208	Birmingham City Council	Education & Childrens Services	18-Jul-21	ApologyAdd or Correct RecordsFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	19-Oct-21	19-Oct-21	Remedy complete and satisfied
20001560	Birmingham City Council	Housing	14-Jan-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide servicesProvide training and/or guidance	11-Mar-21	30-Apr-21	Remedy not complete but satisfied
20002072	Birmingham City Council	Education & Childrens Services	16-Feb-21	ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceProvide training and/or guidance	16-Apr-21	05-May-21	Remedy completed late
20002950	Birmingham City Council	Housing	16-May-21	Financial redress: Avoidable distress/time and troubleProvide services to person affectedProvide training and/or guidance	17-Nov-21	10-Mar-22	Remedy completed late
20003832	Birmingham City Council	Adult Care Services	29-Mar-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	30-Jun-21	04-Jan-22	Remedy not complete but satisfied
20003987	Birmingham City Council	Adult Care Services	10-Jan-22	ApologyNew appeal/review or reconsidered decision	10-Feb-22	03-Feb-22	Remedy complete and satisfied
20004111	Birmingham City Council	Adult Care Services	06-May-21	Financial redress: Loss of serviceProcedure or policy change/review	07-Jul-21	28-Sep-21	Remedy complete and satisfied
20004441	Birmingham City Council	Environmental Services & Public Protection & Regulation	09-Feb-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide services	09-Apr-21	13-May-21	Remedy completed late
20004510	Birmingham City Council	Education & Childrens Services	09-Mar-21	ApologyFinancial redress: Avoidable distress/time and troubleNew appeal/review or reconsidered decision	09-Apr-21	09-Apr-21	Remedy complete and satisfied
20004605	Birmingham City Council	Housing	16-Apr-21	Financial redress: Avoidable distress/time and troubleApology	17-May-21	14-May-21	Remedy complete and satisfied
20004879	Birmingham City Council	Benefits & Tax	11-Feb-21	ApologyFinancial Redress: Quantifiable LossProcedure or policy change/review	11-May-21	15-Apr-21	Remedy complete and satisfied
20005579	Birmingham City Council	Highways & Transport	29-Apr-21	ApologyFinancial Redress: Quantifiable LossProcedure or policy change/review	31-Dec-21	06-Jan-22	Remedy completed late
20005601	Birmingham City Council	Housing	27-May-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	25-Jun-21	22-Jul-21	Remedy completed late
20006112	Birmingham City Council	Housing	07-May-21	ApologyFinancial Redress: Quantifiable LossFinancial redress: Avoidable distress/time and trouble	04-Jun-21	02-Jun-21	Remedy complete and satisfied
20007084	Birmingham City Council	Education & Childrens Services	13-Aug-21	Apology	10-Sep-21	19-Aug-21	Remedy complete and satisfied
20007364	Birmingham City Council	Housing	08-Jun-21	ApologyFinancial redress: Avoidable distress/time and troubleNew appeal/review or reconsidered decision	09-Aug-21	06-Sep-21	Remedy complete and satisfied
20007415	Birmingham City Council	Housing	05-Apr-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidanceProcedure or policy change/review	31-Dec-21	20-Jan-22	Remedy not complete but satisfied
20007434	Birmingham City Council	Environmental Services & Public Protection & Regulation	21-Apr-21	ApologyFinancial redress: Avoidable distress/time and trouble	21-May-21	11-May-21	Remedy complete and satisfied
20007641	Birmingham City Council	Environmental Services & Public Protection & Regulation	04-May-21	ApologyFinancial redress: Avoidable distress/time and trouble	06-Sep-21	02-Aug-21	Remedy complete and satisfied
20007658	Birmingham City Council	Housing	05-Oct-21	ApologyProvide services to person affectedProvide services/information to others affectedProcedure or policy change/review	06-Jan-22	06-Jan-22	Remedy complete and satisfied
20007920	Birmingham City Council	Adult Care Services	24-Aug-21	ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable LossProvide training and/or guidanceProcedure or policy change/review	25-Nov-21	02-Dec-21	Remedy completed late
20008027	Birmingham City Council	Adult Care Services	24-Aug-21	ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable LossProvide training and/or guidanceProcedure or policy change/review	25-Nov-21	02-Dec-21	Remedy completed late
20008213	Birmingham City Council	Environmental Services & Public Protection & Regulation	13-Jul-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	07-Sep-21	07-Sep-21	Remedy complete and satisfied
20008275	Birmingham City Council	Housing	15-Aug-21	Financial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceProvide information/advice to person affected	16-Sep-21	22-Sep-21	Remedy completed late
20008518	Birmingham City Council	Education & Childrens Services	17-Jun-21	Financial redress: Avoidable distress/time and troubleFinancial redress: Loss of service	19-Jul-21	16-Jul-21	Remedy complete and satisfied
20008520	Birmingham City Council	Housing	15-Jun-21	New appeal/review or reconsidered decision	15-Jul-21	13-Jul-21	Remedy complete and satisfied
20008548	Birmingham City Council	Housing	05-Oct-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	31-Jan-22	31-Jan-22	Remedy complete and satisfied
20008765	Birmingham City Council	Benefits & Tax	26-Aug-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide training and/or guidanceProvide information/advice to person affected	29-Nov-21	17-Nov-21	Remedy complete and satisfied
20009104	Birmingham City Council	Adult Care Services	17-Dec-21	ApologyFinancial redress: Avoidable distress/time and trouble	24-Jan-22	28-Jan-22	Remedy completed late
20009175	Birmingham City Council	Environmental Services & Public Protection & Regulation	09-Aug-21	ApologyFinancial redress: Avoidable distress/time and troubleReassessment	05-Oct-21	02-Nov-21	Remedy completed late
20009275	Birmingham City Council	Environmental Services & Public Protection & Regulation	26-May-21	ApologyFinancial redress: Avoidable distress/time and trouble	25-Jun-21	23-Jun-21	Remedy complete and satisfied
20009677	Birmingham City Council	Adult Care Services	24-Aug-21	ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable LossProvide training and/or guidanceProcedure or policy change/review	25-Nov-21	02-Dec-21	Remedy completed late
20009969	Birmingham City Council	Housing	23-Jun-21	ApologyFinancial redress: Avoidable distress/time and troubleReassessmentProvide training and/or guidance	18-Aug-21	07-Sep-21	Remedy completed late
20010168	Birmingham City Council	Benefits & Tax	13-Jul-21	ApologyProcedure or policy change/reviewFinancial redress: Avoidable distress/time and trouble	13-Aug-21	06-Aug-21	Remedy complete and satisfied
20010278	Birmingham City Council	Education & Childrens Services	05-Sep-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewFinancial redress: Loss of service	07-Mar-22	27-Mar-22	Remedy not complete but satisfied
20010642	Birmingham City Council	Environmental Services & Public Protection & Regulation	18-May-21	Financial redress: Avoidable distress/time and troubleProcedure or policy change/review	16-Jul-21	05-Jul-21	Remedy complete and satisfied
20011043	Birmingham City Council	Education & Childrens Services	10-Jan-22	Financial redress: Avoidable distress/time and troubleProvide information/advice to person affected	10-Feb-22	08-Feb-22	Remedy complete and satisfied
20011230	Birmingham City Council	Environmental Services & Public Protection & Regulation	01-Nov-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide information/advice to person affected	01-Feb-22	08-Feb-22	Remedy complete and satisfied
20011485	Birmingham City Council	Environmental Services & Public Protection & Regulation	09-Aug-21	ApologyFinancial redress: Avoidable distress/time and trouble	09-Sep-21	12-Aug-21	Remedy complete and satisfied
20011746	Birmingham City Council	Education & Childrens Services	25-Oct-21	ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceProvide services to person affectedProvide information/advice to person affected	22-Dec-21	21-Dec-21	Remedy complete and satisfied
20011841	Birmingham City Council	Corporate & Other Services	12-Nov-21	ApologyFinancial redress: Avoidable distress/time and trouble	10-Dec-21	10-Dec-21	Remedy complete and satisfied
20012611	Birmingham City Council	Education & Childrens Services	13-Dec-21	ApologyFinancial redress: Loss of serviceFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	13-Jan-22	12-Jan-22	Remedy complete and satisfied
20012670	Birmingham City Council	Environmental Services & Public Protection & Regulation	24-Aug-21	ApologyFinancial redress: Avoidable distress/time and trouble	27-Sep-21	09-Sep-21	Remedy complete and satisfied
20012901	Birmingham City Council	Adult Care Services	23-Dec-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	31-Jan-22	22-Feb-22	Remedy completed late
20013186	Birmingham City Council	Environmental Services & Public Protection & Regulation	05-Sep-21	ApologyFinancial redress: Avoidable distress/time and trouble	06-Oct-21	09-Sep-21	Remedy complete and satisfied
20013391	Birmingham City Council	Housing	30-Nov-21	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	02-Mar-22	02-Mar-22	Remedy complete and satisfied
20014144	Birmingham City Council	Environmental Services & Public Protection & Regulation	09-Sep-21	ApologyFinancial redress: Avoidable distress/time and trouble	11-Oct-21	05-Oct-21	Remedy complete and satisfied
21000140	Birmingham City Council	Environmental Services & Public Protection & Regulation	11-Oct-21	Apology	12-Nov-21	10-Nov-21	Remedy complete and satisfied
21000222	Birmingham City Council	Highways & Transport	13-Dec-21	Provide training and/or guidance	13-Jan-22	17-Dec-21	Remedy complete and satisfied
21000379	Birmingham City Council	Housing	07-Jan-22	ApologyFinancial redress: Avoidable distress/time and troubleNew appeal/review or reconsidered decision	04-Feb-22	24-Jan-22	Remedy not complete but satisfied
21000393	Birmingham City Council	Benefits & Tax	19-Oct-21	Financial redress: Avoidable distress/time and troubleApologyProvide training and/or guidance	20-Jan-22	11-Jan-22	Remedy complete and satisfied
21000418	Birmingham City Council	Education & Childrens Services	18-Feb-22	ApologyFinancial redress: Avoidable distress/time and troubleProvide information/advice to person affected	18-Mar-22	18-Mar-22	Remedy complete and satisfied
21000487	Birmingham City Council	Housing	07-Jan-22	ApologyFinancial redress: Avoidable distress/time and trouble	04-Feb-22	04-Feb-22	Remedy complete and satisfied
21000869	Birmingham City Council	Benefits & Tax	09-Dec-21	ApologyFinancial redress: Avoidable distress/time and troubleNew appeal/review or reconsidered decisionProcedure or policy change/review	09-Mar-22	04-Mar-22	Remedy complete and satisfied
21001118	Birmingham City Council	Education & Childrens Services	29-Nov-21	Financial redress: Avoidable distress/time and troubleProcedure or policy change/review	01-Mar-22	15-Mar-22	Remedy completed late
21001611	Birmingham City Council	Education & Childrens Services	15-Dec-21	Financial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceApologyProcedure or policy change/reviewProvide training and/or guidance	15-Feb-22	11-Feb-22	Remedy complete and satisfied
21001675	Birmingham City Council	Benefits & Tax	08-Feb-22	ApologyProvide training and/or guidance	08-Mar-22	04-Mar-22	Remedy complete and satisfied
21001971	Birmingham City Council	Highways & Transport	13-Oct-21	Financial redress: Avoidable distress/time and trouble	11-Nov-21	27-Oct-21	Remedy complete and satisfied
21003014	Birmingham City Council	Education & Childrens Services	21-Feb-22	ApologyFinancial redress: Loss of serviceFinancial redress: Avoidable distress/time and trouble	21-Mar-22	22-Mar-22	Remedy completed late
21005553	Birmingham City Council	Education & Childrens Services	26-Nov-21	ApologyFinancial redress: Avoidable distress/time and trouble	17-Jan-22	07-Jan-22	Remedy complete and satisfied
21006065	Birmingham City Council	Education & Childrens Services	01-Sep-21	Financial redress: Avoidable distress/time and trouble	04-Oct-21	09-Sep-21	Remedy complete and satisfied
21007403	Birmingham City Council	Environmental Services & Public Protection & Regulation	24-Feb-22	ApologyFinancial redress: Avoidable distress/time and trouble	24-Mar-22	23-Mar-22	Remedy complete and satisfied
21009133	Birmingham City Council	Environmental Services & Public Protection & Regulation	15-Feb-22	ApologyFinancial Redress: Quantifiable Loss	15-Mar-22	15-Mar-22	Remedy complete and satisfied