Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
19007148	Birmingham City Council	Category Education & Childrens Services Education & Childrens Services		Closed after initial enquiries Not Upheld	At request of complainant no mal	- Cincay	
19015957 19016498	Birmingham City Council		01/09/2021	Not Upheld Upheld	no mal mal & inj	Apology,Procedure or policy	The Council has agreed to review its process for moving residents between
						change/review	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:	To improve the service offered to other families, the Council has agreed to
				,	,,	Avoidable distress/time and trouble.Financial Redress:	remind officers making decisions about home to school transport, and those involved in appeals, of the following: The Council cannot insist parents and
						Quantifiable	carers accompany children who live beyond statutory walking distance on the
						Loss,Procedure or policy change/review,Provide	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
						training and/or guidance	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 transpor
							policy to ensure its approach to accompaniment reflects the statutory guidance;• review all decisions to issue a travel pass made since September
							2018 to ensureo it considered the individual needs of each child;o 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; ando no parent has been expected to incur costs to use the home to school transport
19018427	Disminute on City Coursell	Education & Childrens Services	02/11/2021	Upheld	mal & ini	Apology,Financial redress:	offered by the Council where the child is eligible for free transport. Where costs The Council was at fault for failing to review an Education and Health Care
19010427	Birmingham City Council	Education & Childrens Services	02/11/2021	Opneid	mai & mj	Avoidable distress/time and	plan. It will remind the school in this case of its role and responsibilities in the
						trouble,Procedure or policy change/review,Provide	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
						training and/or guidance	monitors the outcomes of annual reviews and identifies whether changes to an Education, Health and Care plan are needed. If the review identifies any
1							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
1							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 19019555	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/08/2021 25/06/2021	Not Upheld	no mal mal & ini	Apology.Financial redress:	Undertake an internal review of the appropriate letters to ensure information
. au : 8000	Same gradin City Council	r rosserily	23/00/2021	- pridiu	time sa IIIJ	Avoidable distress/time and	on an applicant's review rights is included. • Review the information it provides
1						change/review,Provide	to tenants about dispersed accommodation charges. This should be open and transparent. • Review how it identifies and addresses affordability issues for
1						information/advice to person affected,Provide	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:	To improve the service offered to other families, the Council has agreed to remind officers making decisions about home to school transport, and those
						Avoidable distress/time and trouble,Financial Redress:	involved in appeals, of the following: The Council cannot insist parents and
						Quantifiable Loss,New appeal/review or	carers accompany children who live beyond statutory walking distance on the journey to school. For all other children, decisions about accompaniment
						reconsidered decision,Financial redress:	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
						Loss of service, Procedure or policy	transport offered to their child. Decisions made about home to school transport must take account of the individual needs of the child and consider
						change/review,Provide services/information to	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
						others affected	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 ensureo it considered the individual needs of each child;o 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; ando no parent has been expected to incur costs to use the home to school transport
19020322	Birmingham City Council	Adult Care Services	19/08/2021	Upheld	mal & inj	Financial redress:	offered by the Council where the child is eligible for free transport. Where costs Review the way allocated social workers monitor care provider records
				,		Avoidable distress/time and trouble,Provide training	
19021091	Birmingham City Council	Benefits & Tax	30/07/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised	and/or guidance	
20001161		Education & Childrens Services	09/07/2021	Upheld	mal & inj	Apology,Provide services to person affected.Financial	Review how it approaches cases where a child is not attending school but is on roll. • It should show this decision to council officers dealing with cases of
						Redress: Quantifiable	bit foll. It should show this decision to council officers dealing with cases of this nature and emphasise the importance of always taking appropriate action without delay when a child is out of education.
						guidance,Procedure or	without delay when a child is out of education.
20001208	Birmingham City Council	Education & Childrens Services	19/07/2021	Upheld	mal & inj	policy change/review Apology,Add or Correct	The Council will remind staff they must keep the suitability of a fostering
						Records, Financial redress: Avoidable distress/time and	placement under review and respond to significant concerns promptly. It will also remind staff they must progress referrals to identify new foster placements
						trouble,Provide training and/or guidance	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
1							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
1							progress requests for training promptly, particularly where placements are in crisis. The Council will remind staff they must ensure statements in social
L							crisis. The Council will remind start they must ensure statements in social worker reports are properly evidenced.
20002776 20002950	Birmingham City Council Birmingham City Council	Education & Childrens Services Housing	21/05/2021 17/05/2021	Upheld Upheld	mal no inj mal & inj	Financial redress:	The Council was at fault for the way its Housing department dealt with an
1						Avoidable distress/time and	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
1						person affected,Provide training and/or guidance	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
1							complaints in line with the Council's complaints procedure including reference
20003987	Birmingham City Council	Adult Care Services	10/01/2022	Upheld	mal & inj	Apology,New appeal/review	to a right to complain to the Ombudsman.
						or reconsidered decision	
20004111	Birmingham City Council	Adult Care Services	07/05/2021	Upheld	mal & inj	Financial redress: Loss of service, Procedure or policy	The Council will review its commissioning arrangements for Forward Carers and the Carer's Hub to ensure mechanisms are in place to monitor whether
1						change/review	statutory requirements under the Care Act 2014 are being met; andthere is an escalation procedure that alerts the Council if statutory requirements are not
20004238	Birmingham City Council	Planning & Development	14/05/2021	Not Upheld	no mal		beina met.
20004605	Birmingham City Council			Upheld	mal & inj	Financial redress: Avoidable distress/time and	
20004734	Birmingham City Council	Housing	20/08/2021	Upheld	mal no inj	trouble,Apology	
20004734	Birmingham City Council			Upheld	mal & inj	Apology,Financial Redress:	Remove reference from its policy and PCNs that it will not accept
						Quantifiable Loss,Procedure or policy	representationsto a PCN if a person pays the charge owed within the 14-day discounted period
20005592	Birmingham City Council	Benefits & Tax		Not Upheld	no mal	change/review	
20005601	Birmingham City Council	Housing	26/05/2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	The Council has agreed to: by training or other means remind staff of the importance of meeting the Council's complaint procedure timescales.
	<u> </u>		<u></u>			trouble,Provide training and/or guidance	
20005788 20005883	Birmingham City Council	Adult Care Services Education & Childrens Services		Not Upheld Upheld	no mal mal & inj	Apology,Financial redress:	The Council will review its processes fora) checking it sends new and
		Comments of vices	_ 0: 00: 202 I	-p		Avoidable distress/time and trouble,Financial redress:	amended Education Health and Care Plans to education settings and that
						Loss of service, Procedure	provision is being delivered; andb) ensuring Annual Review are completed on time, especially at key stages in the young person's education.
20006040		Environmental Services & Public Protection & Regulation		Upheld	mal & inj - no further action, BinJ already remedied	or policy change/review	
20006112	Birmingham City Council	Housing	07/05/2021	Upheld	mal & inj	Apology,Financial Redress: Quantifiable Loss,Financial	
<u></u>			<u></u>			redress: Avoidable distress/time and trouble	
20006131 20006441	Birmingham City Council Birmingham City Council	Education & Childrens Services Housing		Upheld Not Upheld	mal no inj no mal		
20006959		Education & Childrens Services	18/03/2022	Upheld	mal & inj	Financial redress:	The Council will remind SEN officers the legal duty to secure special
						trouble,Provide training	educational provision in an EHC plan rests with the Council and cannot be delegated to settings.
		Education & Childrens Services		Upheld	mal & inj	and/or guidance Apology	
20007364	Birmingham City Council		08/06/2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	
						trouble, New appeal/review or reconsidered decision	
						aurus decision	•

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20007415	Birmingham City Council	Housing	06/04/2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	The Council has agreed to remind its officers to consider the planned move process when households are facing eviction and bed and breakfast
						trouble,Provide training and/or guidance,Procedure	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
						or policy change/review	valinerable illustrations are ower a section 186 illustration accommodation duty of 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
20007434	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/04/2021	Upheld	mal & inj	Apology,Financial redress:	reviews its housing allocations policy.
					-	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	
20007658	Birmingham City Council	Housing	11/10/2021	Upheld	mal & inj S30(1)	Apology,Provide services to person affected,Provide	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
						services/information to others affected.Procedure	action plan should include the dates of regular reports on progress to the relevant Council committee. The Council has agreed to review its Housing
						or policy change/review	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, BinJ already remedied		
20007731	Birmingham City Council	Education & Childrens Services	10/11/2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	Review its procedures for dealing with EHC plans to ensure they are in accordance with the SEND Code. The review should include procedures to: •
						trouble,Financial redress: Loss of service,Procedure	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
						or policy change/review,Provide	child/young person's change of circumstances. • ensure provision set out in section F is delivered; • improve the Council's record keeping by
						services to person affected	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 20007920	Birmingham City Council Birmingham City Council	Corporate & Other Services	21/01/2022 25/08/2021	Referred back for local resolution Upheld	Premature Decision - advice given mal & ini	Apology.Financial redress:	The Council has agreed to remind staff of the need for transparency in
						Avoidable distress/time and trouble.Financial Redress:	determining support hours and to disclose the support hours tools calculations where requested. The Council has agreed to explain what action it has taken
						Quantifiable Loss,Provide training and/or	to prevent unnecessary delays in carrying out reassessments and agreeing and implementing revised budgets. The Council has agreed to review the
						guidance,Procedure or policy change/review	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
20008027	Birmingham City Council	Adult Care Services	25/08/2021	Upheld	mal & inj	Apology,Financial redress:	of the living/minimum wage. The Council has agreed to remind staff of the importance of involving family
	_ , ,					Avoidable distress/time and trouble, Financial Redress:	members in a needs assessment and of the need for transparency in determining support hours and that they disclose the support hours tools
						Quantifiable Loss,Provide training and/or	calculations where requested. The Council has agreed to explain what action it has taken to prevent unnecessary delays in future in carrying out
						guidance,Procedure or policy change/review	reassessments and agreeing and 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	The Council has agreed to require its contractor to adhere to the operating hours allowed by the permit.
						trouble, Procedure or policy change/review	nous actives 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 20008488	Birmingham City Council Birmingham City Council	Environmental Services & Public Protection & Regulation	28/07/2021 14/05/2021	Incomplete/Invalid Not Upheld	Insufficient information to proceed and PA advised no mal		
20008489	Birmingham City Council Birmingham City Council	Highways & Transport	14/05/2021	Not Upheld Closed after initial enquiries	no mal 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		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	provide us with evidence it has reviewed: Its response to information from applicants about their, or householdmembers, health or disability issues, to
						trouble,Procedure or policy change/review	ensure its process for assessingmedical housing need is clearly explained. provide us with evidence it has reviewedits process for the completion of
							assessments required for theassessment of medical housing need, to ensure any barriers for applicants in arrangingthese are removed.
20008752 20008765	Birmingham City Council Birmingham City Council	Planning & Development Benefits & Tax	24/05/2021 27/08/2021	Not Upheld Upheld	no mal mal & inj	Apology,Financial redress:	By training or other means, ensure officers are aware of the Council's
	Birmingham City Council Birmingham City Council	Planning & Development Benefits & Tax			no mail mail & inj	Avoidable distress/time and	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
	Birmingham City Council Birmingham City Council	Planning & Development Benefits & Tax				Avoidable distress/time and trouble,Procedure or policy change/review,Provide	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
20008765	Birmingham City Council	Benefits & Tax	27/08/2021	Upheld	mal & inj	Avoidable distress/time and trouble,Procedure or policy	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
	Birmingham City Council	Benefits & Tax Education & Childrens Services				Avoidable distress/time and trouble, Procedure or policy change/review, Provide training and/or guidance, Provide information/advice to Apology, Financial redress:	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
20008765 20008890 20009104	Birmingham City Council Birmingham City Council	Benefits & Tax Education & Childrens Services Adult Care Services	27/08/2021 11/01/2022 17/12/2021	Upheld Closed after initial enquiries Upheld	mat & inj Sch 5.1 court proceedings mat & inj	Avoidable distress/lime and trouble, Procedure or policy change/review, Provide training and/or guidance, Provide information/advice to Apology, Financial redress: Avoidable distress/time and trouble	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
20008765	Birmingham City Council Birmingham City Council	Benefits & Tax Education & Childrens Services	27/08/2021	Upheld Closed after initial enquiries	mai & inj Sch 5.1 court proceedings	Avoidable distress/time and trouble, Procedure or policy change/review, Provide training and/or guidance, Provide information/advice to Apology, Financial redress: Avoidable distress/time and trouble Apology, Financial redress: Avoidable distress/time and Avoidable distress/time and Avoidable distress/time and trouble	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
20008765 20008890 20009104	Birmingham City Council Birmingham City Council Birmingham City Council	Benefits & Tax Education & Childrens Services Adult Care Services	27/08/2021 11/01/2022 17/12/2021 10/08/2021	Upheld Closed after initial enquiries Upheld	mat & inj Sch 5.1 court proceedings mat & inj	Avoidable distress/time and trouble/Procedure or policy change/review.Provide training and/or guidance,Provide information/advice to Apology,Financial redress: Avoidable distress/time and trouble Apology,Financial redress:	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
20008765 20008890 20009104 20009175	Birmingham City Council Birmingham City Council Birmingham City Council	Education & Childrens Services Adult Care Services Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	27/08/2021 11/01/2022 17/12/2021 10/08/2021	Upheid Closed after initial enquiries Upheid Upheid	mat & inj Sch 5.1 court proceedings mat & inj mat & inj	Avoidable distress/time and rouble. Proceedure or policy changerieview. Provide training and/or guidance. Provide uniformation/advice to Apology, Financial redress: Avoidable distress/time and trouble. Apology, Financial redress: Avoidable distress/time and Avoidable distress/time and trouble. Apology, Financial redress: Avoidable distress/time and trouble. Apology, Financial redress: Avoidable distress/time and trouble. Apology, Financial redress:	vulnerability guidelines and when these should be applied. Review its procedures or guidelines for officers to ensure the faults experienced by Me X do not recur. This should include ensuring officers check whether a Council but the council of th
20008765 20008890 20009104 20009175 20009275	Birmingham City Council Birmingham City Council Birmingham City Council Birmingham City Council	Education & Childrens Services Adult Care Services Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	27/08/2021 11/01/2022 17/12/2021 10/08/2021 26/05/2021	Upheid Closed after initial enquiries Upheid Upheid	mal & inj Sch 5.1 court proceedings mal & inj mal & inj mal & inj	Avoidable distressitime and rutuble. Procedure or policy changerieview, Provide training and/or information-lawline and provide training and/or information-lawline in	valuerability guidelines and when these should be applied. Review its procedures or guidelines for officers or somet the faults experienced by Ms X do not recur. This should include ensuring officers check whether a Council Tax payer has often open accounts when closing an account to essure a first payer has officer open accounts when closing an account to essure a first with suseries from a Council Tax payer. The Council will remind staff of the importance of involving family members in a needle sessessment and of the need for transparency in determining support hours and that they disclose the support hours both acclusions where
20008765 20008890 20009104 20009175 20009275	Birmingham City Council Birmingham City Council Birmingham City Council Birmingham City Council	Education & Childrens Services Adult Care Services Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	27/08/2021 11/01/2022 17/12/2021 10/08/2021 26/05/2021	Upheid Closed after initial enquiries Upheid Upheid	mal & inj Sch 5.1 court proceedings mal & inj mal & inj mal & inj	Avoidable distressitime and routile procedure or policy change freview. Provide training avide; or policy change freview. Provide training avide; or policy of the provide training avide; or policy from the provide training avide and training training avoidable distressitime and trouble. Apology, Friancial referes: Avoidable distressitime and trouble. Apology, Friancial referes: Avoidable distressitime and trouble. Apology, Friancial referess: Avoidable distressitime and Apology, Friancial referess: Avoidable distressitime and Countries of the provide training avide avoidable distressitime and Countries are provide training avide avide and provide avide	valuerability 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 accurate when closing an account to ensure a final bit is sent to or committee and all accounts are checked when dealing and notifies from a Council Tax below. 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 requested. The Council will could be council to the need for transparency in determining support requested. The Council will could be council to the need for transparency in determining support requested. The Council will copial what action it has taken to prevent
20008765 20008890 20009104 20009175 20009275	Birmingham City Council Birmingham City Council Birmingham City Council Birmingham City Council	Education & Childrens Services Adult Care Services Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	27/08/2021 11/01/2022 17/12/2021 10/08/2021 26/05/2021	Upheid Closed after initial enquiries Upheid Upheid	mal & inj Sch 5.1 court proceedings mal & inj mal & inj mal & inj	Avoidable distressitime and rouble Procedure or policy changerieview, Provide training and/or informational procedure or policy changerieview, Provide training and/or informational procedure or provide informational procedure or provide informational redress: Avoidable distressitime and trouble. Apology, Financial redress: Avoidable distressitime and rouble. Reassessment 1 Apology, Financial redress: Avoidable provides from and formational redress: Avoidable distressitime and Apology, Financial redress: Avoidable distressitime and Apology, Financial redress: Avoidable distressitime and Apology, Financial redress:	valuerability 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 often open accounts when closing an account to ensure s family bit is sent to their current address and all accounts are checked when dealing with publishing the country of the council Tax council and the country of the council Tax council and the country of the council Tax council and the country of the council the council that council and the council that council the council that council and the council that
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20008765 20008890 20009107 20009175 20009275 20009677 2000969 20010110 20010168 20010278 20010278 20010278 20010278 20010367	Birmingham City Council	Education & Childrens Services Adult Care Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Adult Care Services Housing Housing Benefits & Tax Adult Care Services Housing Environmental Services & Public Protection & Regulation Active Services Education & Childrens Services Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	27/08/2021 11/01/2022 17/12/2021 10/08/2021 26/05/2021 25/08/2021 25/08/2021 25/08/2021 11/02/2022 18/05/2021 11/02/2022 18/05/2021 06/07/2021 06/07/2021 06/07/2021 06/07/2021	Upheld Closed after initial enquiries Upheld	mat & inj Sch S.1 rocurt proceedings mat & inj mat & inj no mai mat & inj	Avoidable distressitime and trouble. Procedure or policy changefreview. Provide traveller or policy changefreview. Procedure or policy changefreview. Procedure or policy changefreview. Procedure or policy changefreview. Procedure or policy changefreview. Provide distressitime and trouble. Procedure or policy changefreview. Prinancial redress: Avoidable distressitime and trouble. Procedure or policy changefreview. Prinancial redress: Avoidable distressitime and trouble. Procedure or policy changefreview. Prinancial redress: Avoidable distressitime and trouble. Procedure or policy changefreview. Prinancial redress: Avoidable distressitime and trouble. Procedure or policy changefreview. Prinancial redress: Avoidable distressitime and trouble. Procedure or policy changefreview. Prinancial redress: Avoidable distressitime and trouble. Procedure or policy changefreview. Provide information tadvel or policy changefreview. Provide services/information to others affected. Procedure or policy changefreview. Provide services/information advelve to information adv	voluneability guidelines and when these should be applied. Review its procedures or guidelines for officers to ensure the faults experienced by Me X do not recur. This should include ensuring officers check whether a Council Tax bayer has deep one accounts when closing an account to ensure a fail far payer has deep one accounts when closing an account to ensure a fail far payer has deep one accounts when closing an account to ensure a fail and a series from a Council Tax bayer. 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 and closicalism where requested. The Council will explain what action it has taken to prevent uncreasing yellow in future in carrying our reassessments and agreeing and implementing revised budgets. The Council will evidence the support hours bota calculations where requested. The Council will evidence the support to the state of the whole of the prevention of the support of the supp
20008765 20008890 20009175 20009175 20009275 20009677 20009699 20010110 20010168 20010278 20010278 20010367 2001188	Birmingham City Council	Benefits & Tax Education & Childrens Services Adult Care Services Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Adult Care Services Housing Housing Housing Housing Environmental Services & Public Protection & Regulation Adult Care Services Education & Childrens Services Education & Childrens Services Housing Environmental Services & Public Protection & Regulation Education & Childrens Services Housing Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	27/08/2021 11/01/2022 17/12/2021 10/08/2021 26/08/2021 26/08/2021 26/08/2021 26/08/2021 26/08/2021 11/02/2022 18/05/2021 10/01/2022 25/03/2022	Upheid	mal & inj mal & inj	Avoidable distressitime and trouble. Procedure or policy change freely provide training and/or guidance, Provide and strong and a provide and a provid	voluneability guidelines and when these should be applied. Review its procedures or guidelines for officers to ensure the faults experienced by Me X do not recur. This should include ensuring officers check whether a Council Tax bayer has deep one accounts when closing an account to ensure a fail far payer has deep one accounts when closing an account to ensure a fail far payer has deep one accounts when closing an account to ensure a fail and a series from a Council Tax bayer. 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 and closicalism where requested. The Council will explain what action it has taken to prevent uncreasing yellow in future in carrying our reassessments and agreeing and implementing revised budgets. The Council will evidence the support hours bota calculations where requested. The Council will evidence the support to the state of the whole of the prevention of the support of the supp

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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	The Council will put the policy it lold the Ombudaman it was developing in 2020 about section 16 education on its website logether 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	others affected Apology,Financial redress: Avoidable distress/time and	
20012076	Birmingham City Council	Adult Care Services	07/04/2021	Closed after initial enquiries	Not warranted by alleged injustice	trouble	
21014738 20012113	Birmingham City Council Birmingham City Council	Housing	10/01/2022 06/04/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged mal/service failure		
20012277	Birmingham City Council Birmingham City Council	Education & Childrens Services Highways & Transport	08/04/2021 07/04/2021	Closed after initial enquiries Closed after initial enquiries	26B(2) not made in 12 months 26(6)(a) tribunal TPT/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		Environmental Services & Public Protection & Regulation		Upheld	mal & inj	and/or guidance Apology,Financial redress: Avoidable distress/time and trouble	
20012767	Birmingham City Council Birmingham City Council	Planning & Development Adult Care Services	15/07/2021 23/12/2021	Not Upheld Upheld	no mal mal & inj	Apology,Financial redress:	The Council will remind its officer of being mindful of the principles set out in
20013044	Birmingham City Council	Donofite & Tay	14/04/2021	Closed after initial enquiries	26(6)(a) tribunal Other	Avoidable distress/time and trouble,Provide training and/or guidance	the Mental Capacity Act 2005 when dealing with safeguarding reports. It will also consider whether any training is necessary for its officers.
20013129	Birmingham City Council	Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	26/04/2021	Closed after initial enquiries Upheld	26(6)(c) Court remedy	Apology,Financial redress:	
						Avoidable distress/time and trouble	
20013213 20013320	Birmingham City Council Birmingham City Council	Planning & Development Environmental Services & Public Protection & Regulation	19/04/2021 14/07/2021	Closed after initial enquiries Closed after initial enquiries	26B(2) not made in 12 months At request of complainant		
20013391	Birmingham City Council	Housing	30/11/2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	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	trouble,Procedure or policy change/review Apology,Financial redress:	The Council has agreed to amend its housing allocation scheme by 31 August
200 1000 1	Similar ony council	. Cooling	561172521	oprod.		Avoidable distress/time and trouble,Financial redress: Loss of service,Procedure or policy change/review	2022 to include the assessment and allocation of bedsit and studio accommodation.
20013885 20013895	Birmingham City Council		13/05/2021 25/05/2021	Upheld Incomplete/Invalid	mal & inj - no further action, BinJ already remedied Insufficient information to proceed and PA advised	2. SOUNT SHARINGHEN	
20013936	Birmingham City Council		04/05/2021	Closed after initial enquiries Closed after initial enquiries	26(6)(a) tribunal Other 26B(2) not made in 12 months		
20013957		Environmental Services & Public Protection & Regulation		Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	
20014194	Birmingham City Council	Adult Care Services	18/05/2021	Referred back for local resolution	Premature Decision - referred to BinJ	trouble	
20014203 20014221	Birmingham City Council Birmingham City Council	Benefits & Tax Environmental Services & Public Protection & Regulation	11/10/2021 06/09/2021	Not Upheld Not Upheld	no mal no mal		
20014534	Birmingham City Council Birmingham City Council	Housing	25/05/2021 20/05/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - referred to BinJ 26B(2) not made in 12 months		
21000027 21000044 21000046	Birmingham City Council	Planning & Development Environmental Services & Public Protection & Regulation	01/04/2021	Referred back for local resolution 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 21000302	Birmingham City Council Birmingham City Council		11/08/2021 09/04/2021	Closed after initial enquiries Referred back for local resolution	No worthwhile outcome achievable by investigation Premature Decision - advice given		
21000323		Education & Childrens Services	07/03/2022	Upheld	mal & inj S30(1)	Apology,Financial redress: Avoidable distress/time and	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
						trouble, Procedure or policy change/review, Provide	deliver the approved DFG and recommended adaptation works. An outline of the process for how applicants can choose their own contractor. The criteria
						services to person affected	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:oprocess for reviewing and inspecting the works throughout the whole of
							the build;othe role and responsibilities of the Council to rectify poor quality work; othe role and responsibilities of the applicant; andothe role and responsibilities of the Council to resolve disputes between the contractor 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	
21000393	Birmingham City Council	Benefits & Tax	20/10/2021	Upheld	mal & inj	or reconsidered decision Financial redress:	The council will remind staff of the need to give clear, evidence based reasons for its decisions, explained in context, in line with the Contextorne's Bringiston
						Avoidable distress/time and trouble, Apology, Provide training and/or guidance	for its decisions, explained in context, in line with the Ombudsman's Principles of Good Administrative Practice.
21000418	Birmingham City Council	Education & Childrens Services	18/02/2022	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and	
						trouble,Provide information/advice to	
21000432 21000476	Birmingham City Council	Education & Childrens Services	27/09/2021	Closed after initial enquiries	At request of complainant	person affected	
21000476	Birmingham City Council Birmingham City Council		14/04/2021 07/01/2022	Advice given Upheld	Signpost - go to complaint handling mal & inj	Apology,Financial redress:	
21000699	Birmingham City Council	Adult Care Services	16/04/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised	Avoidable distress/time and trouble	
21000737 21000773	Birmingham City Council Birmingham City Council	Environmental Services & Public Protection & Regulation Benefits & Tax	19/04/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged mal/service failure		
21000809 21000856	Birmingham City Council	Housing Corporate & Other Services	21/04/2021	Advice given Upheld	Signpost - go to advice agency mal & ini	Apology.Proyide services to	By training or other means, remind officers of the requirements of the Council's
				,		person affected, Provide training and/or guidance	by daining of other means, remind onloans or the requirements of the Countries complaints procedure to ensure complaints are considered in accordance with it.
21000868 21000869	Birmingham City Council Birmingham City Council	Environmental Services & Public Protection & Regulation Benefits & Tax	08/06/2021 09/12/2021	Closed after initial enquiries Upheld	26(6)(c) Court remedy mal & inj	Apology,Financial redress:	Publicise on its website that council tax support application forms are only
						Avoidable distress/time and trouble, New appeal/review or reconsidered	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
						or reconsidered decision,Procedure or policy change/review	Colonia.
21000872 21000920	Birmingham City Council Birmingham City Council	Education & Childrens Services	02/07/2021	Closed after initial enquiries Advice given	Not warranted by alleged mal/service failure Body not in jurisdiction	- ALIDER STIEW	
21000977	Birmingham City Council Birmingham City Council	Housing	22/04/2021	Advice given Not Upheld	Signpost - go to complaint handling		
21000985 21001042	Birmingham City Council Birmingham City Council	Housing	22/04/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged mal/service failure		
21001042 21001044 21001118	Birmingham City Council		13/09/2021 29/11/2021	Not Upheld Upheld	no mal mal & inj	Financial redress:	The Council will provide us with evidence of how it will ensure that in future
						Avoidable distress/time and trouble,Procedure or policy change/review	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 21001293		Environmental Services & Public Protection & Regulation		Upheld Closed after initial enquiries	mal no inj Not warranted by alleged injustice	-	
21001331 21001335	Birmingham City Council		23/11/2021	Closed after initial enquiries Not Upheld	Not warranted by alleged mal/service failure No worthwhile outcome achievable by further investigation	on	
21001441 21001442	Birmingham City Council Birmingham City Council	Housing Highways & Transport	30/04/2021 15/06/2021	Advice given Closed after initial enquiries	Signpost - go to complaint handling 26(6)(c) Court remedy	-	-
21001461 21001473	Birmingham City Council Birmingham City Council	Adult Care Services	05/07/2021 27/09/2021	Closed after initial enquiries Not Upheld	Not warranted by alleged injustice no mal		
21001559 21001611	Birmingham City Council		05/05/2021 15/12/2021	Advice given Upheld	Signpost - go to complaint handling mal & inj	Financial redress:	Remind relevant staff of their duties under the Children Act 1996 to provide
	,					Avoidable distress/time and trouble, Financial redress:	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
						Loss of service, Apology, Procedure	decision with the reminder. Staff should include, but not be limited to: SENDIASS.* The Council education legal intervention team.* The
						or policy change/review,Provide	resolution team within the education and skills directorate. The Council should review its information sharing agreement for SENDIASS representatives
						training and/or guidance	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
21001631	Birmingham City Council	Planning & Development	06/05/2021	Referred back for local resolution	Premature Decision - advice given	1	unavoidable delays.
21001638 21001675	Birmingham City Council Birmingham City Council	Adult Care Services	06/05/2021 08/02/2022	Referred back for local resolution Upheld	Premature Decision - advice given mal & inj	Apology,Provide training	The Council will remind staff to provide clear, evidence based decisions,
21001684	Birmingham City Council	Housing	02/07/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure	and/or guidance	explained in the particular context and circumstances of the case.
21001717	Birmingham City Council	Highways & Transport	06/07/2021	Closed after initial enquiries	26(6)(c) Court remedy	1	

21001758	Birmingham City Council	Housing	12/10/2021	Upheld Closed after initial enquiries	mail & inj Not warranted by alleged mail/service failure	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 '5 family was breading down. The Council has agreed to review how it responded to Mr 'Ss 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.
21001788 21001794	Birmingham City Council	Environmental Services & Public Protection & Regulation Housing	10/05/2021	Closed after initial enquiries Referred back for local resolution	No worthwhile outcome achievable by investigation Premature Decision - advice given		
21001796 21001808	Birmingham City Council Birmingham City Council	Housing	11/05/2021 14/12/2021	Advice given Upheld	Signpost - go to complaint handling mal no inj		
21001824 21001856	Birmingham City Council Birmingham City Council	Housing	11/05/2021 11/05/2021	Referred back for local resolution Advice given	Premature Decision - referred to BinJ Signpost - go to complaint handling		
21001883 21001971	Birmingham City Council Birmingham City Council		11/05/2021	Incomplete/Invalid Upheld	Insufficient information to proceed and PA advised 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
21002152	Birmingham City Council	Hauring	17/05/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		properties; and ∗it promptly informs applicants when housing offers are withdrawn.
21002132	Birmingham City Council	Housing	13/12/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and	The Council agrees to provide the Ombudsman with an update on the progress of its temporary accommodation shortages plan of action.
						trouble,Provide services to person affected.Procedure	progress or as temperary accommodation shortages plan or detail.
21002191	Birmingham City Council	Adult Care Services	17/05/2021	Referred back for local resolution	Premature Decision - referred to BinJ	or policy change/review	
21002212 21002254	Birmingham City Council Birmingham City Council	Highways & Transport	01/07/2021 18/05/2021	Closed after initial enquiries Advice given	Not warranted by alleged injustice Signpost - go to complaint handling		
21002269 21002319	Birmingham City Council Birmingham City Council	Other	18/05/2021 05/07/2021	Advice given Referred back for local resolution	Signpost - go to complaint handling Premature Decision - referred to BinJ		
21002323 21002347		Corporate & Other Services		Closed after initial enquiries Advice given	Not warranted by alleged injustice Signpost - go to complaint handling		
21002347 21002446 21002460	Birmingham City Council	Highways & Transport	22/07/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002555	Birmingham City Council		01/12/2021	Closed after initial enquiries Upheld	Not warranted by alleged injustice mal no inj		
21002578 21002608	Birmingham City Council		05/08/2021	Referred back for local resolution Advice given	Premature Decision - advice given Consent - section 26A(1)(b)		
21002748 21003261		Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation		Referred back for local resolution Referred back for local resolution	Premature Decision - referred to BinJ Premature Decision - advice given		
21002843 21002906		Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation		Closed after initial enquiries Closed after initial enquiries	Not warranted by alleged mal/service failure 26(6)(c) Court remedy		
21002953 21002990	Birmingham City Council	Environmental Services & Public Protection & Regulation Education & Childrens Services		Referred back for local resolution Advice given	Premature Decision - advice given Previously considered and decided		
21002994	Birmingham City Council	Highways & Transport Education & Childrens Services	23/03/2022	Not Upheld Upheld	no mal	Apology.Financial redress:	
	gum ony coullell					Loss of service, Financial redress: Avoidable	
21003044	Birmingham City Council		19/07/2021	Referred back for local resolution	Premature Decision - referred to BinJ	distress/time and trouble	
21003059 21003074	Birmingham City Council		04/06/2021 02/06/2021	Advice given Referred back for local resolution	Signpost - go to advice agency Premature Decision - advice given		-
21003143 21003300	Birmingham City Council Birmingham City Council	Housing	02/08/2021 19/08/2021	Closed after initial enquiries Closed after initial enquiries	Not warranted by alleged mal/service failure 26(6)(c) Court remedy		
21003300 21003323 21003331	Birmingham City Council		07/06/2021	Referred back for local resolution Incomplete/Invalid	Premature Decision - advice given Insufficient information to proceed and PA advised		
21005361	Birmingham City Council Birmingham City Council	Other	07/07/2021	Advice given Not Upheld	Signpost - go to complaint handling No worthwhile outcome achievable by further investigatio		
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	
21003535	Birmingham City Council	Education & Childrens Services	15/02/2022	Upheld	mal & ini	person affected	The Council has also agreed to review its procedures for agreeing funding for
	3 1,71					Avoidable distress/time and trouble,Financial redress:	LAC placed outside its area
						Loss of service, Procedure or policy change/review	
21003581 21003666	Birmingham City Council Birmingham City Council	Housing	05/11/2021	Advice given Upheld	Signpost - go to complaint handling mal no inj		
21003805 21004031	Birmingham City Council	Corporate & Other Services Housing	22/03/2022	Referred back for local resolution Not Upheld	Premature Decision - advice given no mal		
21004042 21004047	Birmingham City Council Birmingham City Council	Education & Childrens Services Benefits & Tax	26/08/2021 07/10/2021	Closed after initial enquiries Closed after initial enquiries	Other reason not to investigate 26A Not a suitable person or representative		
21004058 21004060	Birmingham City Council Birmingham City Council	Environmental Services & Public Protection & Regulation Education & Childrens Services	21/06/2021 16/08/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged injustice		
21004202 21004203	Birmingham City Council Birmingham City Council	Housing	23/06/2021 24/08/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given No worthwhile outcome achievable by investigation		
21004217 21004238		Education & Childrens Services	23/06/2021	Referred back for local resolution	Premature Decision - advice given At request of complainant		
	Birmingham City Council	Housing	26/11/2021	Not Upheld	At request or complainant		
21004275	Birmingham City Council	Housing	23/08/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure 26B(2) not made in 12 months		
	Birmingham City Council Birmingham City Council Birmingham City Council	Housing Housing			Not warranted by alleged mal/service failure		
21004275 21004284 21004287	Birmingham City Council Birmingham City Council Birmingham City Council	Housing Housing Adult Care Services Education & Childrens Services	23/08/2021 04/03/2022 24/06/2021	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution	Not warranted by alleged mal/service failure 26B(2) not made in 12 months Premature Decision - advice given	Financial redress: Avoidable distress/time and	The Council has already provided the Ombutsman with a copy of its action plan to reduce housing application processing times. The Council has also
21004275 21004284 21004287 21004333	Birmingham City Council Birmingham City Council Birmingham City Council Birmingham City Council	Housing Housing Adult Care Services Education & Childrens Services	23/08/2021 04/03/2022 24/06/2021 07/07/2021	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution Closed after initial enquiries	Not warranted by alleged mal/service failure 26B(2) not made in 12 months Premature Decision - advice given Sch 5.1 court proceedings	Avoidable distress/time and trouble,Add or Correct Records,Provide	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.
21004275 21004284 21004287 21004333	Birmingham City Council Birmingham City Council Birmingham City Council Birmingham City Council Birmingham City Council	Housing Housing Adult Care Services Education & Childrens Services Housing	23/08/2021 04/03/2022 24/06/2021 07/07/2021 24/02/2022	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution Closed after initial enquiries Upheld	Not warranted by alleged mal/service failure 68B(2) not made in 12 months Premature Decision - advice given 5th 5.1 court proceedings mal 6. ing	Avoidable distress/time and trouble,Add or Correct	plan to reduce housing application processing times. The Council has also
21004275 21004284 21004287 21004333 21004379 21004499 21004528	Birmingham City Council	Housing Housing Adult Care Services Education & Childrens Services Housing Housing Adult Care Services	23/08/2021 04/03/2022 24/06/2021 07/07/2021 24/02/2022 28/06/2021 28/06/2021	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution Closed after initial enquiries Upheld Advice given Incomplete/Invalid	Not warranted by alleged mal/service failure 268(2) not made in 12 months Premature Decision - advice given Suh 5.1 court proceedings mal & rig Signpost - go to complaint handling Insufficient information to proceed and PA advised	Avoidable distress/time and trouble,Add or Correct Records,Provide services/information to	plan to reduce housing application processing times. The Council has also
21004275 21004284 21004287 21004333 21004379 21004479 21004499 21004528 21004615	Birmingham City Council	Housing Housing Adult Care Services Education & Childrens Services Housing Housing Adult Care Services Adult Care Services Education & Childrens Services Education & Childrens Services	23/08/2021 04/03/2022 24/08/2021 07/07/2021 24/02/2022 24/02/2022 28/06/2021 26/10/2021 17/08/2021	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution Closed after initial enquiries Upheld Advice given Incomplete/invalid Closed after initial enquiries Closed after initial enquiries	Not warranted by alleged mal/service failure 268(2) not made in 12 months Premature Decision - advice given Suh 5.1 court proceedings mal & Irij Signpost - go to complaint handling Insufficient information to proceed and PA advised 268(2) not made in 12 months 268(6)(a) britomal SENDIST	Avoidable distress/time and trouble,Add or Correct Records,Provide services/information to	plan to reduce housing application processing times. The Council has also
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21004275 21004284 21004284 21004287 21004333 21004379 21004528 21004528 21004528 21004731 21004731 21004731 21004889 21004889 21004902	Birmingham City Council	Housing Adult Care Services Education & Childrens Services Housing Housing Housing Adult Care Services Adult Care Services Education & Childrens Services Housing Education & Childrens Services Housing Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Banefits & Tax Housing Housing	23/08/2021 24/08/2021 24/08/2021 24/08/2021 24/09/2021 24/02/2022 28/08/2021 26/08/2022	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution Closed after initial enquiries Upheld Advice given Incomplete/Invalid Closed after initial enquiries Upheld	Not warranted by alleged mal/service failure 26B(2) not made in 12 months Premature Decision - advice given Sch 5.1 court proceedings mal & inj Signoss - go to complaint handling Insufficient information to proceed and PA advised 26B(2) not made in 12 months 22B(2) not made in 2 months 22B(2) not made in 2 months 22B(2) and SCH	Avoidable distress/time and trouble. Add or Cornect Records, Provide services information to others affected Apology, Financial redress:	plan to reduce housing application processing times. The Council has also agreed to provide a further update on the action it is taking. Reviews its main housing duty decision letter (where the Council has decided to the main housing duty) the 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. The Council will undertakea review of the complainant's case to identify why
21004275 21004284 21004287 21004287 21004333 21004379 21004333 21004528 21004528 21004593 21004593 21004792 21004792 21004889 21004899 21004899 21004899 21004899 21004899 21004899 21004899	Birmingham City Council	Housing Adult Care Services Education & Childrens Services Housing Adult Care Services Housing Adult Care Services Adult Care Services Adult Care Services Adult Care Services Housing Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation Housing Housing Housing Housing Housing	23/08/2021 24/08/2021 24/08/2021 24/08/2021 24/09/2021 24/02/2022 28/08/2021 26/08/2022	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution Closed after initial enquiries Upheld Advice given Incompetet/Invalid Closed after initial enquiries Upheld Closed after initial enquiries Upheld Advice given	Not warranted by alleged mal/service failure 26B(27) not made in 12 months Premature Decision - advice given Sih 5.1 court proceedings mal & inj Signoss - go to complaint handling Insufficient information to proceed and PA advised 26B(27) not made in 12 months 26(6(a) tribunal SENDIST Signoss - go to complaint handling Premature Decision - seftered to Bird. Premature Decision - seftered to Bird. Premature Decision - seftered to Bird. premature Decision - seftered to Bird. mal & inj mal no inj Signoset - go to complaint handling	Avoidable distress/time and trouble.Add or Cornect Records, Provide services information to others affected Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy changel review Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy changel review Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy changel review	plan to reduce housing application processing times. The Council has also agreed to provide a further update on the action it is taking. Reviews its main housing duty decision letter (where the Council has decided to even the main housing duty be resure it includes details of a person's right to seek a review of the suitability of the temporary accommodation. Provides the Ombudsman with an update on the progress of its temporary accommodation shortness plan of action in April 2022. The Council middlesses review of the complainant's case to identify why her noise complaint was delayed and/or threstigated. The review will focus on identifying service incoverments below the excellentation in the control of the complainant's case to identify why her noise complaint was delayed and/or threstigated. The review will focus on identifying service incoverments below indemented for the benefit of the
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Ago for Cornect Records, Provide services/information to other a affected. Apology, Financial redress: Avoidable distress/time and touble. Provide distress/time and touble. Procedure or policy distangular redress. Apology, Financial redress: Apology, Financial redress: Avoidable distress/time and touble. Provide distress/time and touble. Provide distress/time and touble. Provide distress/time and touble. Apology, Financial redress: Avoidable distress/time and touble. Financial redress: Avoidable distress/time and touble. Financial redress: Avoidable distress/time and touble.	plan to reduce housing application processing times. The Council has also agreed to provide a further update on the action it is taking. 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21007354		Corporate & Other Services Environmental Services & Public Protection & Regulation			Not warranted by alleged injustice Premature Decision - advice given		
21007403		Environmental Services & Public Protection & Regulation		Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	
21007420	Birmingham City Council Birmingham City Council	Environmental Services & Public Protection & Regulation	16/02/2022	Closed after initial enquiries Upheld	26(6)(a) tribunal HB mal no inj	a dubic	
21007478 21007492 21007515	Birmingham City Council Birmingham City Council Birmingham City Council	Housing	12/10/2021 02/09/2021 02/09/2021	Closed after initial enquiries Closed after initial enquiries Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord Not warranted by alleged mal/service failure Sch 5.5A/5.5B Social housing landlord		
21007580 21007585	Birmingham City Council Birmingham City Council	Housing Environmental Services & Public Protection & Regulation	01/09/2021 23/08/2021	Closed after initial enquiries Referred back for local resolution	Sch 5.5A/5.5B Social housing landlord Premature Decision - advice given		
21007736 21007788 21007946	Birmingham City Council Birmingham City Council Birmingham City Council		27/10/2021 27/08/2021 01/09/2021	Closed after initial enquiries Referred back for local resolution Referred back for local resolution	Sch 5.1 court proceedings Premature Decision - advice given Premature Decision - advice given		
21007964		Environmental Services & Public Protection & Regulation		Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and	
21008018	Birmingham City Council	Education & Childrens Services	30/03/2022	Upheld	mal & inj	trouble Apology,Financial redress: Avoidable distress/time and	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
						trouble,Procedure and/or policy change review.Provide services	manner. It should provide details of when this was implemented and how it wil 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
						and/or information to others affected	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 21008053	Birmingham City Council	Environmental Services & Public Protection & Regulation Housing	09/09/2021	Closed after initial enquiries	Premature Decision - referred to BinJ Sch 5.5A/5.5B Social housing landlord		
21008054 21008077 21008115	Birmingham City Council Birmingham City Council Birmingham City Council	Adult Care Services		Closed after initial enquiries Referred back for local resolution Closed after initial enquiries	26(6)(a) tribunal Other Premature Decision - advice given Not warranted by alleged mal/service failure		
21008148 21008192	Birmingham City Council	Education & Childrens Services Education & Childrens Services	03/09/2021	Referred back for local resolution Incomplete/Invalid	Premature Decision - advice given Insufficient information to proceed and PA advised		
21008194 21008234	Birmingham City Council Birmingham City Council	Benefits & Tax	09/11/2021	Referred back for local resolution Closed after initial enquiries	Premature Decision - referred to BinJ Not warranted by alleged mal/service failure		
21008237 21008245 21008463	Birmingham City Council Birmingham City Council	Housing Education & Childrens Services Environmental Services & Public Protection & Regulation	21/02/2022 07/09/2021	Closed after initial enquiries Referred back for local resolution Closed after initial enquiries	26(6)(c) Court remedy Premature Decision - advice given Not warranted by alleged mal/service failure		
21008516 21008615	Birmingham City Council	Education & Childrens Services Environmental Services & Public Protection & Regulation	09/09/2021	Referred back for local resolution Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given		
21008702 21008804	Birmingham City Council Birmingham City Council	Highways & Transport Benefits & Tax	14/09/2021 15/09/2021	Incomplete/Invalid Referred back for local resolution	Insufficient information to proceed and PA advised Premature Decision - advice given		
21008876 21008877 21008903		Education & Childrens Services Planning & Development	16/09/2021 20/09/2021 17/09/2021	Referred back for local resolution Closed after initial enquiries Referred back for local resolution	Premature Decision - advice given 26(6)(b) appeal to Minister Premature Decision - advice given		
21009103 21009106	Birmingham City Council Birmingham City Council	Education & Childrens Services Environmental Services & Public Protection & Regulation	30/11/2021	Referred back for local resolution Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Premature Decision - referred to BinJ Not warranted by alleged mal/service failure		
21009133 21009233	Birmingham City Council Birmingham City Council	Environmental Services & Public Protection & Regulation	15/02/2022	Upheld Closed after initial enquiries	mal & inj No worthwhile outcome achievable by investigation	Apology,Financial Redress: Quantifiable Loss	
21009233 21009234 21009263	Birmingham City Council Birmingham City Council	Education & Childrens Services Highways & Transport	23/09/2021	Closed after initial enquiries Incomplete/Invalid Upheld	Insufficient information to proceed and PA advised Injustice remedied during BinJ complaint processes		
21009272 21009278	Birmingham City Council Birmingham City Council	Highways & Transport Environmental Services & Public Protection & Regulation	23/11/2021	Closed after initial enquiries Referred back for local resolution	26(6)(a) tribunal TPT/PATAS Premature Decision - referred to BinJ		
21009324 21009486 21009488		Housing Planning & Development Education & Childrens Services	15/11/2021	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution	Not warranted by alleged mal/service failure Not warranted by alleged injustice Premature Decision - advice given		
21009663 21009706		Education & Childrens Services	14/02/2022	Not Upheld Referred back for local resolution	Other reason not to continue with investigation Premature Decision - referred to BinJ		
21009777 21009833	Birmingham City Council			Closed after initial enquiries Closed after initial enquiries	Sch 5.1 court proceedings Not warranted by alleged injustice		
21009877 21010003 21010029	Birmingham City Council Birmingham City Council Birmingham City Council		15/11/2021	Incomplete/Invalid Closed after initial enquiries Referred back for local resolution	Insufficient information to proceed and PA advised Not warranted by alleged mal/service failure Premature Decision - advice given		
21010165 21010207	Birmingham City Council Birmingham City Council	Benefits & Tax		Closed after initial enquiries Closed after initial enquiries	26(6)(a) tribunal Other Not warranted by alleged mal/service failure		
21010253	Birmingham City Council Birmingham City Council	Adult Care Services	14/10/2021	Closed after initial enquiries Referred back for local resolution	Not warranted by alleged injustice Premature Decision - advice given		
21010587 21010749 21010751		Planning & Development Planning & Development	08/12/2021	Advice given Upheld Advice given	Signpost - go to advice agency Injustice remedied during BinJ complaint processes Previously considered and decided		
21010766 21010866	Birmingham City Council Birmingham City Council	Housing Environmental Services & Public Protection & Regulation	23/11/2021 21/10/2021	Closed after initial enquiries Incomplete/Invalid	Not warranted by alleged mal/service failure Insufficient information to proceed and PA advised		
21010882 21010901 21010941	Birmingham City Council Birmingham City Council Birmingham City Council	Housing Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	22/10/2021	Incomplete/Invalid Referred back for local resolution Closed after initial enquiries	Insufficient information to proceed and PA advised Premature Decision - advice given Not warranted by alleged mal/service failure		
21010993	Birmingham City Council Birmingham City Council	Adult Care Services	25/10/2021 26/10/2021	Referred back for local resolution Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given		
21011067 21011308	Birmingham City Council Birmingham City Council	Education & Childrens Services Environmental Services & Public Protection & Regulation		Referred back for local resolution Referred back for local resolution	Premature Decision - advice given		
21011382 21011386 21011422	Birmingham City Council	Planning & Development Housing Planning & Development	20/12/2021 05/01/2022 02/11/2021	Referred back for local resolution Referred back for local resolution Referred back for local resolution	Premature Decision - referred to BinJ Premature Decision - referred to BinJ Premature Decision - advice given		
21011643 21011713	Birmingham City Council		10/01/2022 08/12/2021	Closed after initial enquiries Closed after initial enquiries	Not warranted by alleged mal/service failure Sch 5.5A/5.5B Social housing landlord		
21011720 21011735 21011799	Birmingham City Council Birmingham City Council Birmingham City Council	Adult Care Services	23/03/2022	Advice given Referred back for local resolution Closed after initial enquiries	Consent - section 26A(1)(b) Premature, open new case if resubmitted Sch 5.5A/5.5B Social housing landlord		
21011818		Education & Childrens Services	08/11/2021	Incomplete/Invalid Closed after initial enquiries	Insufficient information to proceed and PA advised Sch 5.5A/5.5B Social housing landlord		
21012131 21012138	Birmingham City Council Birmingham City Council	Housing	17/11/2021		26(6)(a) tribunal TPT/PATAS Premature Decision - advice given		
21012147 21012168 21012181	Birmingham City Council Birmingham City Council Birmingham City Council		16/11/2021	Advice given Referred back for local resolution Referred back for local resolution	Signpost - go to complaint handling Premature Decision - advice given Premature Decision - advice given		
21012260 21012402	Birmingham City Council Birmingham City Council	Corporate & Other Services Planning & Development	05/01/2022 15/02/2022	Closed after initial enquiries Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord 26(6)(c) Court remedy		
21012406 21012432	Birmingham City Council Birmingham City Council	Adult Care Services	18/11/2021	Closed after initial enquiries Referred back for local resolution	26(6)(a) tribunal Other Premature Decision - advice given		
21012443 21012467 21012603	Birmingham City Council Birmingham City Council Birmingham City Council	Other	19/11/2021	Closed after initial enquiries Advice given Closed after initial enquiries	Not warranted by alleged injustice Signpost - go to complaint handling Other Agency better placed		
21012663 21012714	Birmingham City Council Birmingham City Council	Highways & Transport Environmental Services & Public Protection & Regulation	23/11/2021 24/11/2021	Referred back for local resolution Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given		
21012727 21012806 21012807	Birmingham City Council Birmingham City Council Birmingham City Council	NULL	25/11/2021	Advice given Incomplete/Invalid Closed after initial enquiries	Signpost - go to complaint handling Insufficient information to proceed and PA advised 26(6)(a) tribunal Other		
21012808 21012818	Birmingham City Council Birmingham City Council	Planning & Development Environmental Services & Public Protection & Regulation	17/01/2022 10/01/2022	Closed after initial enquiries Closed after initial enquiries	Not warranted by alleged mal/service failure 26(6)(c) Court remedy		
21012826 21012846 21012868		Education & Childrens Services Housing	25/11/2021 25/11/2021	Referred back for local resolution Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Premature Decision - advice given Not warranted by alleged injustice		
21012868 21012938 21013065		Planning & Development	24/01/2022	Closed after initial enquiries Referred back for local resolution Referred back for local resolution	Not warranted by alleged injustice Premature Decision - referred to BinJ Premature Decision - advice given		
21013095 21013097	Birmingham City Council Birmingham City Council	Housing Education & Childrens Services	14/12/2021 01/12/2021	Referred back for local resolution Incomplete/Invalid	Premature Decision - advice given Insufficient information to proceed and PA advised		
21013099 21013163 21013190	Birmingham City Council Birmingham City Council Birmingham City Council	Benefits & Tax		Closed after initial enquiries Referred back for local resolution Closed after initial enquiries	26(6)(c) Court remedy Premature Decision - advice given 26(6)(a) tribunal TPT/PATAS		
21013190 21013286 21013300	Birmingham City Council		03/12/2021	Advice given Referred back for local resolution	Signpost - go to complaint handling Premature Decision - advice given		
21013312 21013367	Birmingham City Council Birmingham City Council	Highways & Transport Adult Care Services	13/01/2022 06/12/2021	Closed after initial enquiries Referred back for local resolution	Not warranted by alleged mal/service failure Premature Decision - advice given	-	
21013514 21013710 21013727	Birmingham City Council Birmingham City Council Birmingham City Council	Housing	13/12/2021	Referred back for local resolution Referred back for local resolution Referred back for local resolution	Premature Decision - advice given Premature Decision - advice given Premature Decision - advice given		
21013734 21013809	Birmingham City Council Birmingham City Council	Housing Highways & Transport	23/12/2021 01/03/2022	Referred back for local resolution Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged injustice		
21013828 21013908	Birmingham City Council Birmingham City Council	Adult Care Services Other	16/12/2021	Closed after initial enquiries Advice given	No worthwhile outcome achievable by investigation Signpost - go to complaint handling		
21013954 21014000 21014058	Birmingham City Council Birmingham City Council Birmingham City Council	Housing	01/03/2022	Closed after initial enquiries Closed after initial enquiries Referred back for local resolution	Not warranted by alleged mal/service failure At request of complainant Premature Decision - advice given		
21014109 21014460	Birmingham City Council Birmingham City Council	Adult Care Services Other	17/02/2022 05/01/2022	Upheld Advice given	Injustice remedied during BinJ complaint processes Signpost - go to complaint handling		
21014512 21014548	Birmingham City Council		26/01/2022 04/02/2022	Closed after initial enquiries Closed after initial enquiries	Sch 5.1 court proceedings 26(6)(a) tribunal Other		
21014579 21014593 21014617	Birmingham City Council Birmingham City Council Birmingham City Council		22/02/2022	Closed after initial enquiries Closed after initial enquiries Incomplete/Invalid	26B(2) not made in 12 months Not warranted by alleged injustice Insufficient information to proceed and PA advised		
21014629 21014661	Birmingham City Council Birmingham City Council	Adult Care Services Highways & Transport	14/03/2022 17/03/2022	Closed after initial enquiries Closed after initial enquiries	Sch 5.1 court proceedings Not warranted by alleged injustice		
21014811 21014889 21014905	Birmingham City Council Birmingham City Council Birmingham City Council	Housing	08/02/2022	Closed after initial enquiries	Premature Decision - advice given Not warranted by alleged mal/service failure Premature Decision - referred to BinJ		
21014905 21014911 21014952	Birmingham City Council	Environmental Services & Public Protection & Regulation Environmental Services & Public Protection & Regulation	10/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure Premature Decision - advice given		
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Appendix 2 - LGSCO Annual review; BCC figures 2021/22 - Decided matters

21014964	Birmingham City Council Highways & Transport	15/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21014972	Birmingham City Council Benefits & Tax	08/02/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
21014988	Birmingham City Council Environmental Services & Public Protection & Regulation			Premature Decision - referred to BinJ		j l
21015048	Birmingham City Council Housing	13/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21015057	Birmingham City Council Education & Childrens Services	22/02/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
21015061	Birmingham City Council Housing	22/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21015105	Birmingham City Council Environmental Services & Public Protection & Regulation	16/02/2022	Closed after initial enquiries			
				Not warranted by alleged injustice		
21015271	Birmingham City Council Highways & Transport	16/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		j
21015309	Birmingham City Council Planning & Development	02/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21015501	Birmingham City Council Highways & Transport	16/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21015537	Birmingham City Council Housing	24/01/2022	Referred back for local resolution	Premature Decision - advice given		
21015622	Birmingham City Council Highways & Transport	21/03/2022	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21015719	Birmingham City Council Highways & Transport	26/01/2022	Referred back for local resolution	Premature Decision - advice given		j
21015728	Birmingham City Council Planning & Development	26/01/2022	Referred back for local resolution	Premature Decision - advice given		
21015850	Birmingham City Council Other	27/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21015865		25/02/2022	Closed after initial enquiries			
				Not warranted by alleged injustice		
21015897	Birmingham City Council Education & Childrens Services	09/02/2022		Premature Decision - advice given		į
21015900	Birmingham City Council Corporate & Other Services	23/02/2022	Upheld	Injustice remedied during BinJ complaint processes		j
21015968	Birmingham City Council Planning & Development	28/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21016003	Birmingham City Council Housing	03/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21016039	Birmingham City Council Education & Childrens Services	31/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21016066	Birmingham City Council Planning & Development	10/02/2022	Advice given	Previously considered and decided		
21016161	Birmingham City Council Highways & Transport	02/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ	·	
21016173		01/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21016255	Birmingham City Council Corporate & Other Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21016277	Birmingham City Council Adult Care Services	28/02/2022	Closed after initial enquiries	26B(2) not made in 12 months		
21016512	Birmingham City Council Corporate & Other Services	30/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21016530	Birmingham City Council Education & Childrens Services	11/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21016555	Birmingham City Council Corporate & Other Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21016565			Incomplete/Invalid			
	Birmingham City Council Environmental Services & Public Protection & Regulation			Insufficient information to proceed and PA advised		
21016702	Birmingham City Council Environmental Services & Public Protection & Regulation		Closed after initial enquiries	Not warranted by alleged injustice		
21016848	Birmingham City Council Housing	15/02/2022	Referred back for local resolution	Premature Decision - advice given		j
21016874	Birmingham City Council Environmental Services & Public Protection & Regulation	15/02/2022	Referred back for local resolution	Premature Decision - advice given		
21016922	Birmingham City Council Highways & Transport	24/02/2022	Referred back for local resolution	Premature Decision - advice given		
21016959		16/02/2022	Referred back for local resolution	Premature Decision - advice given		
	Birmingham City Council Education & Childrens Services					
21017051	Birmingham City Council Highways & Transport	10/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		j
21017054	Birmingham City Council Adult Care Services	18/02/2022	Referred back for local resolution	Premature Decision - advice given		
21017067	Birmingham City Council Education & Childrens Services	16/03/2022	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
21017104	Birmingham City Council Benefits & Tax	28/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
21017119	Birmingham City Council Environmental Services & Public Protection & Regulation	21/02/2022	Referred back for local resolution	Premature Decision - advice given		
21017152	Birmingham City Council Environmental Services & Public Protection & Regulation	10/03/2022	Referred back for local resolution	Premature Decision - advice given		j l
21017161	Birmingham City Council NULL	21/02/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21017197	Birmingham City Council Benefits & Tax	31/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21017419		23/03/2022				
	Birmingham City Council Housing			Premature Decision - referred to BinJ		
21017429	Birmingham City Council Highways & Transport	10/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21017490	Birmingham City Council Housing	25/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		j l
21017583	Birmingham City Council Environmental Services & Public Protection & Regulation	01/03/2022	Referred back for local resolution	Premature Decision - advice given		
21017623	Birmingham City Council Education & Childrens Services	01/03/2022	Referred back for local resolution	Premature Decision - advice given		
21017645	Birmingham City Council Education & Childrens Services	22/03/2022	Closed after initial enquiries			
				Other Agency better placed		
21017668		02/03/2022	Referred back for local resolution	Premature Decision - advice given		
21017782	Birmingham City Council Environmental Services & Public Protection & Regulation	03/03/2022	Referred back for local resolution	Premature Decision - advice given		j
21017821	Birmingham City Council Housing	04/03/2022	Referred back for local resolution	Premature Decision - advice given		
21017889	Birmingham City Council Housing	08/03/2022	Referred back for local resolution	Premature Decision - advice given		
21017921	Birmingham City Council Benefits & Tax	08/03/2022	Referred back for local resolution	Premature Decision - advice given		
21017969	Birmingham City Council Housing	09/03/2022	Advice given	Signpost - go to complaint handling		
21017988	Birmingham City Council Environmental Services & Public Protection & Regulation	09/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018006	Birmingham City Council Housing	16/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21018027		25/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21018027		28/03/2022	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21018210	Birmingham City Council Planning & Development	22/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21018216	Birmingham City Council Housing	14/03/2022	Advice given	Signpost - go to complaint handling		
21018347	Birmingham City Council Education & Childrens Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21018355	Birmingham City Council Education & Childrens Services	17/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018423	Birmingham City Council Housing	17/03/2022	Advice given	Signpost - go to complaint handling		
21018391	Birmingham City Council Housing	17/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018435	Birmingham City Council Adult Care Services	17/03/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised	-	
21018462	Birmingham City Council Education & Childrens Services	18/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018587	Birmingham City Council Environmental Services & Public Protection & Regulation	21/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018619	Birmingham City Council Housing	21/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018640	Birmingham City Council Education & Childrens Services	28/03/2022	Referred back for local resolution	Premature Decision - advice given	-	
21018669	Birmingham City Council Housing	25/03/2022	Advice given	Signpost - go to complaint handling		
21018679		24/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21018744		29/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21018837	Birmingham City Council Housing	25/03/2022	Advice given	Signpost - go to complaint handling		
21018866	Birmingham City Council Housing	28/03/2022	Referred back for local resolution	Premature Decision - advice given		
21018915	Birmingham City Council Housing	28/03/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
		30/03/2022	Closed after initial enquiries	26(6)(b) appeal to Minister		
21018921	IBirmingham City Council IPlanning & Development					1
21018921	Birmingham City Council Planning & Development	30/03/2022	Advice given	Signnost - go to complaint handling		I I
21018921 21019029	Birmingham City Council Housing	30/03/2022	Advice given	Signpost - go to complaint handling		
21018921	Birmingham City Council Housing	30/03/2022 31/03/2022	Advice given Referred back for local resolution			

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

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

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

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

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

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

21003666	Birmingham City	Housing	14/06/2021
21003805	Council 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

21004593	Birmingham City	Adult Care Services	01/07/2021
	Council		
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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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	e Satisfaction with Compliance
	Birmingham City Council		28-Jan-19		29-Apr-19	13-Apr-21	Remedy completed late
		Planning & Development	29-Mar-21		30-Sep-21	14-Oct-21	Remedy completed late
		Education & Childrens Services	10-Mar-21		10-Jun-21	02-Jun-21	Remedy complete and satisfied
	Birmingham City Council		03-Nov-20	· · · ·	22-Jun-21	22-Jun-21	Remedy complete and satisfied
	Birmingham City Council	<u> </u>	05-May-21		14-Jul-21	13-Jul-21	Remedy complete and satisfied
		Corporate & Other Services	24-Aug-21	1 07 1 7 0	22-Sep-21	15-Nov-21	Remedy completed late
		Environmental Services & Public Protection & Regulation	04-Sep-20		04-Jan-21	26-May-21	Remedy completed late
	Birmingham City Council	Ţ Ţ	04-Jan-21	· · ·	15-Feb-21	23-Apr-21	Remedy completed late
	Birmingham City Council	<u> </u>	04-Jan-21		05-Jul-21	09-Aug-21	Remedy completed late
		Education & Childrens Services	26-Feb-21		26-Aug-21	26-Aug-21	Remedy complete and satisfied
19019343	Birmingham City Council	Environmental Services & Public Protection & Regulation	03-Mar-21		06-Apr-21	14-Apr-21	Remedy completed late
	Birmingham City Council	9	24-Jun-21	ApologyEinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide information/advice to person affectedProvide services to per	25-Aug-21	20-Sep-21	Remedy complete and satisfied
10	Birmingham City Council	<u> </u>	18-Aug-21	· · · · · ·	17-Sep-21	26-Sep-21	Remedy completed late
20000991	Birmingham City Council	Environmental Services & Public Protection & Regulation	25-Nov-20	ApologyEinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewNew appeal/review or reconsidered decision	23-Dec-20	20-Apr-21	Remedy completed late
_		Education & Childrens Services	18-Jul-21		19-Oct-21	19-Oct-21	Remedy complete and satisfied
20001560	Birmingham City Council	Housing	14-Jan-21	ApologyEinancial 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	ApologyEinancial redress: Avoidable distress/time and troubleEinancial 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	ApologyEinancial 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
		Environmental Services & Public Protection & Regulation	09-Feb-21		09-Apr-21	13-May-21	Remedy completed late
		Education & Childrens Services	09-Mar-21		09-Apr-21	09-Apr-21	Remedy complete and satisfied
	Birmingham City Council		16-Apr-21	,, ,,	17-May-21	14-May-21	Remedy complete and satisfied
	Birmingham City Council		11-Feb-21	1 57	11-May-21	15-Apr-21	Remedy complete and satisfied
	Birmingham City Council		29-Apr-21	1 7 3	31-Dec-21	06-Jan-22	Remedy completed late
	Birmingham City Council	,	27-May-21		25-Jun-21	22-Jul-21	Remedy completed late
	Birmingham City Council		07-May-21	1 07	04-Jun-21	02-Jun-21	Remedy complete and satisfied
		Education & Childrens Services	13-Aug-21		10-Sep-21	19-Aug-21	Remedy complete and satisfied
	Birmingham City Council		08-Jun-21	· •·	09-Aug-21	06-Sep-21	Remedy complete and satisfied
	Birmingham City Council	=		1 02	31-Dec-21	20-Jan-22	Remedy not complete but satisfied
		Environmental Services & Public Protection & Regulation	21-Apr-21		21-May-21	11-May-21	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation	04-May-21		06-Sep-21	02-Aug-21	Remedy complete and satisfied
	Birmingham City Council	<u> </u>	05-Oct-21	· · · · ·	06-Jan-22	06-Jan-22	Remedy complete and satisfied
	Birmingham City Council		 	ApologyEnancial redress: Avoidable distress/time and troubleEinancial Redress: Quantifiable LossProvide training and/or guidanceProcedure or policy change/review		02-Dec-21	·
	<u> </u>		24-Aug-21				Remedy completed late
	Birmingham City Council	3	24-Aug-21	ApologyEinancial redress: Avoidable distress/time and troubleEinancial Redress: Quantifiable LossProvide training and/or guidanceProcedure or policy change/review		02-Dec-21	Remedy completed late
		Environmental Services & Public Protection & Regulation	13-Jul-21	· · · ·	07-Sep-21	07-Sep-21	Remedy complete and satisfied
	Birmingham City Council	,	15-Aug-21	·	16-Sep-21	22-Sep-21	Remedy completed late
		Education & Childrens Services	17-Jun-21		19-Jul-21	16-Jul-21	Remedy complete and satisfied
	Birmingham City Council		15-Jun-21	11	15-Jul-21	13-Jul-21	Remedy complete and satisfied
	Birmingham City Council	<u> </u>	05-Oct-21	1 0	31-Jan-22	31-Jan-22	Remedy complete and satisfied
60	Birmingham City Council		26-Aug-21	ApologyEinancial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide training and/or guidanceProvide information/advice to persor	X	17-Nov-21	Remedy complete and satisfied
	Birmingham City Council		17-Dec-21		24-Jan-22	28-Jan-22	Remedy completed late
8	•	Environmental Services & Public Protection & Regulation	09-Aug-21		05-Oct-21	02-Nov-21	Remedy completed late
		Environmental Services & Public Protection & Regulation	26-May-21	1 67	25-Jun-21	23-Jun-21	Remedy complete and satisfied
	Birmingham City Council		24-Aug-21	ApologyEinancial redress: Avoidable distress/time and troubleEinancial Redress: Quantifiable LossProvide training and/or guidanceProcedure or policy change/review		02-Dec-21	Remedy completed late
17	Birmingham City Council	<u> </u>	23-Jun-21		18-Aug-21	07-Sep-21	Remedy completed late
	Birmingham City Council		13-Jul-21	1 0, 1	13-Aug-21	06-Aug-21	Remedy complete and satisfied
	· · · · · · · · · · · · · · · · · · ·	Education & Childrens Services	05-Sep-21	1 0	07-Mar-22	27-Mar-22	Remedy not complete but satisfied
		Environmental Services & Public Protection & Regulation	18-May-21	' ' °	16-Jul-21	05-Jul-21	Remedy complete and satisfied
		Education & Childrens Services	10-Jan-22	'	10-Feb-22	08-Feb-22	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation	01-Nov-21	1 05	01-Feb-22	08-Feb-22	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation	09-Aug-21	1 0,	09-Sep-21	12-Aug-21	Remedy complete and satisfied
		Education & Childrens Services	25-Oct-21	ApologyEinancial redress: Avoidable distress/time and troubleEinancial redress: Loss of serviceProvide services to person affectedProvide information/advice to person		21-Dec-21	Remedy complete and satisfied
		Corporate & Other Services	12-Nov-21	1 0,	10-Dec-21	10-Dec-21	Remedy complete and satisfied
		Education & Childrens Services	13-Dec-21	1 0,	13-Jan-22	12-Jan-22	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation	24-Aug-21		27-Sep-21	09-Sep-21	Remedy complete and satisfied
	Birmingham City Council		23-Dec-21		31-Jan-22	22-Feb-22	Remedy completed late
	• •	Environmental Services & Public Protection & Regulation	05-Sep-21		06-Oct-21	09-Sep-21	Remedy complete and satisfied
	Birmingham City Council	17 -	30-Nov-21	1 99	02-Mar-22	02-Mar-22	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation	09-Sep-21	1 07	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
	Birmingham City Council		07-Jan-22	ApologyEinancial 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	ApologyEinancial redress: Avoidable distress/time and troubleProvide information/advice to person affected	18-Mar-22	18-Mar-22	Remedy complete and satisfied
	Birmingham City Council		07-Jan-22	ApologyEinancial redress: Avoidable distress/time and trouble	04-Feb-22	04-Feb-22	Remedy complete and satisfied
	Birmingham City Council		09-Dec-21	1 0,	09-Mar-22	04-Mar-22	Remedy complete and satisfied
		Education & Childrens Services	29-Nov-21	, , , , , , , , , , , , , , , , , , , ,	01-Mar-22	15-Mar-22	Remedy completed late
		Education & Childrens Services	15-Dec-21	· , ·	15-Feb-22	11-Feb-22	Remedy complete and satisfied
	Birmingham City Council		08-Feb-22		08-Mar-22	04-Mar-22	Remedy complete and satisfied
	Birmingham City Council		13-Oct-21		11-Nov-21	27-Oct-21	Remedy complete and satisfied
		Education & Childrens Services	21-Feb-22		21-Mar-22	22-Mar-22	Remedy completed late
		Education & Childrens Services	26-Nov-21	1 07	17-Jan-22	07-Jan-22	Remedy complete and satisfied
		Education & Childrens Services	01-Sep-21	,	04-Oct-21	09-Sep-21	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation	24-Feb-22		24-Mar-22	23-Mar-22	Remedy complete and satisfied
		Environmental Services & Public Protection & Regulation			15-Mar-22	15-Mar-22	Remedy complete and satisfied
21009100	Darmingham Ony Council	TETTATOTITIOTICAL OCTATOCO & L'ADIIO I TOTECTIOTI & IVEGUIATIOTI	10160-22	n pology Emandial Mariodo. Quantinable 2000	I VIVIUI ZZ	1.0 19101 22	Internety complete and satisfied