

BIRMINGHAM CITY COUNCIL

AUDIT COMMITTEE

TUESDAY, 14 FEBRUARY 2023 AT 14:00 HOURS
IN COMMITTEE ROOM 6, COUNCIL HOUSE, VICTORIA SQUARE,
BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site (www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded they must declare all relevant pecuniary and other registerable interests arising from any business to be discussed at this meeting.

If a disclosable pecuniary interest is declared a Member must not participate in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If other registerable interests are declared a Member may speak on the matter only if members of the public are allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If it is a 'sensitive interest', Members do not have to disclose the nature of the interest, just that they have an interest.

Information on the Local Government Association's Model Councillor Code of Conduct is set out via <http://bit.ly/3WtGQnN>. This includes, at Appendix 1, an interests flowchart which provides a simple guide to declaring interests at meetings.

4 **EXEMPT INFORMATION – POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC**

a) To consider whether any matter on the agenda contains exempt information within the meaning of Section 100I of the Local Government Act 1972, and where it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.

b) If so, to formally pass the following resolution:-

RESOLVED – That, in accordance with Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to information) (Variation order) 2006, the public be excluded from the meeting during consideration of those parts of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information.

5 **MINUTES - AUDIT COMMITTEE 31 JANUARY 2023**

To confirm and sign the minutes of the last meeting of the Committee held 31 January 2023.

To follow

6 **ASSURANCE SESSION – THE LEADER'S PORTFOLIO**

(55 minutes allocated) (1405 – 1500)

Verbal discussion

The Leader with the Chief Executive

7 **THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN AND THE HOUSING OMBUDSMAN ANNUAL REVIEW 2021/22**

(10 minutes allocated) (1500 – 1510)

Report of the City Solicitor & Monitoring Officer

8 **ASSURANCE SESSION - CABINET MEMBER ENVIRONMENT PORTFOLIO**

(40 minutes allocated) (1510 – 1550)

Verbal discussion

The Cabinet Member Environment, Interim Director City Operations and the Assistant Director Street Scene

89 - 96

9 **RISK MANAGEMENT UPDATE**

(5 minutes allocated) (1550 – 1555)

Report of the Assistant Director Audit and Risk Management

97 - 98

10 **SCHEDULE OF OUTSTANDING MINUTES**

Information for noting.

11 **DATE OF THE NEXT MEETING**

The next meeting is scheduled to take place on Tuesday, 28 March 2023 at 1400 hours in Committee Room 6, Council House.

12 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chair are matters of urgency.

13 **AUTHORITY TO CHAIR AND OFFICERS**

Chair to move:-

'In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

<p>Report to: Audit Committee</p> <p>Report of: City Solicitor and Monitoring Officer</p> <p>Date of Meeting: 14 February 2023</p> <p>Subject: The Local Government and Social Care Ombudsman and the Housing Ombudsman Annual Review 2021/22</p>
<p>Wards Affected: All</p>
<p>1. Purpose of Report</p> <p>1.1 Each year, the Local Government and Social Care Ombudsman for England issues a report summarising his work as independent arbiter of complaints about local government administration.</p> <p>1.2 Similarly, the Housing Ombudsman issue a performance report for each landlord which provided residents with more information and insight and learning for landlords to improve their services. They also produce a national landlord report plus geographical analysis of their 2021-22 determinations by region and district.</p> <p>1.3 This report highlights for Members the main issues dealt with by the Ombudsman, within the context of complaints involving Birmingham City Council.</p> <p>1.4 This report compares Birmingham's performance against the Local Government and Social Care Ombudsman's and Housing Ombudsman's findings about the performance of councils in its remit across England.</p>
<p>2. Recommendation</p> <p>2.1 To receive this report concerning the Local Government and Social Care Ombudsman's Annual Report and the Housing Ombudsman performance review for 2021/22.</p> <p>2.2 Accept the Professional Standards Team's proposal to separate the LGSCO/HO reports in future years.</p>

Key Issues

For matters across the Council, the key issues are as follows;

LGSCO Annual Review – Areas of concern;

Public Interest reports

During the year (2021/22) the LGSCO issued 5 public interest reports about the Council;

- City Operations Directorate – LGSCO reference 20011230
- Adults and Social Care Directorate – LGSCO reference 21000323
- Children and Families Directorate (2) – LGSCO references 19016798 and 19019859
- City Housing Directorate – LGSCO reference 20007658.

City Operations Directorate

The LGSCO raised concerns in their annual review letter last year about ongoing problems with waste collections and were disappointed to issue a report about further failings this year.

The LGSCO are concerned there continues to be significant ongoing systemic issues with the Council's waste collection service. The LGSCO continue to receive regular complaints, with 90% of investigated complaints being upheld.

Despite concerns having been raised since 2019, there appears to have been limited improvements. Residents are not getting the service they are entitled to. The LGSCO urged the Council to robustly tackle the issues at the heart of these problems and ensure an improved service for residents. Evidence of improvements plans as well as the report being considered by this committee were provided to the LGSCO as part of complying with the report recommendations, which were accepted, and it is understood work on these plans is underway.

Adults Social Care Directorate

A report was issued about the Council's handling of home adaptations to meet a disabled child's needs. The investigation found the Council failed to keep accurate and detailed records and to evidence a proper decision-making process. The LGSCO also found the Council at fault because building works were not to an acceptable standard. To remedy the injustice, the Council agreed to pay a financial remedy to recognise the distress, uncertainty, and impact the faults had on the complainant and his son. The Council also agreed to pay for inspection works, any remedial works, and for the works needed to complete the home adaptations. The LGSCO welcomed the Council's new Disabled Facilities Grant policy, which helps to avoid replicating the circumstances that led to this case.

Children and Families Directorate

This report related to two different families and concerned the Council's handling of home to school transport arrangements. The investigation found the Council had wrongly expected parents to accompany their children on the journey to school, could not show how it considered the suitability of the transport offered to the children, and did not ensure the transport could be accessed without families incurring additional costs. The failures meant the families incurred unnecessary costs as well as the stress and inconvenience of having to accompany their children to school on unsuitable transport.

The Council accepted the recommendations by apologising to both families, reimbursing their costs, and making further payments to recognise the injustice caused. The LGSCO were particularly impressed by the Council's commitment to review other cases that had been affected by the same fault and the efforts it took to identify families entitled to have costs reimbursed. The Council agreed to the reimbursement, estimated to be in the region of £100,000. The LGSCO welcome the actions being taking to ensure families receive the money they are entitled to. The Council has also committed to making the information public, to alert families whose contact details are no longer up to date to enable them to request reimbursement.

City Housing Directorate

The fourth public report detailed the Council's delay in processing applications to the housing register. The investigation found it took the Council six months to assess the complainant's application. The delay in this case was not an isolated incident. The LGSCO found systemic delay, resulting in a wait time of up to 12 months for the Council to deal with applications.

The Council acknowledged the extent of its backlog and had already taken some steps to try and improve matters, including hiring additional staff. The Council agreed to the recommendations to apologise to the complainant and backdate her application to the date she applied. It also agreed to improve its service for future applicants by committing to an application processing time of four to six weeks. The Council also committed to reviewing its Housing Allocations Policy to ensure any delay by the Council did not impact on an applicant's priority band date and to deal with any other complaints about delay in line with the LGSCO's report.

The Council complied with the recommendations fully and within the agreed time frame. The LGSCO was pleased to note that by January 2022, the Council had succeeded in reducing the wait time to four months and projected that it would achieve its goal of 6 weeks by March. However, this was not fully met.

The current position is that there are 19,833 households registered on the housing register. There are 5680 new housing applications awaiting assessment, of these 2977 (52.41%) are within the target 6 weeks. The team assess the oldest case first and are currently assessing the oldest cases at 10th Nov 2022. That is a period of 11 weeks and 4 days. The work to ensure

all applications are assessed in the 4–6-week period after receipt has been consistently planned and pursued over the last 12 months. The service has in this time reached a point where over 85% of applications were within 6 weeks. The average number of applications received each week in 2022 was 500, compared to 477 in 2021, 391 in 2020 and 383 in 2019. The service has mobilised additional staff, overtime and support from other teams in order to manage the pressures of applications presenting. Performance is monitored and reported as a key performance measure within the Council. To maximize performance individual performance monitoring has been implemented across the service to identify any performance/training issues. In addition, the service area is working collaboratively with the Special Projects, Improvement & Delivery Unit to undertake a specific review to look at the end to end process of Housing Applications awaiting to be assessed to see how the KPI performance can be improved.

The Council also launched the statutory consultation for a revised Housing Allocations Policy. The LGSCO was pleased to see the proposed scheme includes a commitment that the Council will deal with applications in a timely manner.

Remedy Compliance

The LGSCO recorded their satisfaction with the Council's compliance in **77** cases where they recommended a remedy. However, the LGSCO are disappointed that in **24** of these cases, remedies were not completed within the agreed timescales. Concerningly, the Council delayed by almost four months in ensuring effective monitoring of waste collection, further reinforcing the concerns previously set out about ongoing, systemic issues in that department.

This is the third consecutive year where the LGSCO have raised concerns about delays in the remedy process and yet these delays persist. Once again, the LGSCO invited the Council to consider how it might make improvements to act on our recommendations within the agreed timescales. The Council have recently introduced an improved system for monitoring and recording remedy compliance. Each recommended action is listed and the deadline for each action is recorded as they may be different, the date actions have been completed is also recorded, which allows easy identification of matters where the recommended actions are overdue or incomplete. This data is then shared with CLT and the Chief Executive and is incorporated into one to one meetings with Directors. These improvements have been shared with the LGSCO personally and were noted as a welcome commitment to improvement.

The LGSCO have investigated a number of complaints involving children and young people with special educational needs. In all but one case the LGSCO found significant systemic failings, which reflect the findings of the Ofsted and CQC reinspection of May 2021. In many of these complaints, children and young people were out of education, and not receiving alternative provision or the provision they are legally entitled to, significantly impacting them and their

families, and profoundly affecting future opportunities. The LGSCO intend to work collaboratively with the Commissioner, appointed by the Department for Education, and the Improvement Board to ensure their recommendations support and reinforce the work being undertaken to address the issues identified.

HO Annual Review – Areas of concern;

The HO's annual performance report shows that they found 54% maladministration for the Council in their findings made during 2021/22. This rate of maladministration is higher than average for the sector. During 2021/22 they upheld at least one part of the complaint in 48% of their cases. The HO recognises there are many separate, often conflicting, pressures placed on landlords and their finances, a positive complaint handling culture remains vital. The HO is concerned with the high rate of maladministration and for issues to occur across this proportion of findings suggests improvements could be made to prevent complaints.

It is noteworthy that subsequent to the period their report covered (April 21 – March 22), the HO implemented a focussed review period under Paragraph 49 of their powers, which culminated in a report that is forming an action plan presented to CLT during January 2023.

3. Annual Review

3.1 Content

The LGSCO complaint statistics focus on three key areas:

Complaints upheld - They uphold complaints when some form of fault is found in an authority's actions, including where the authority accepted fault before they investigated.

Compliance with recommendations – They recommend ways for authorities to put things right when faults have caused injustice and monitor compliance with their recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the authority upheld the complaint and the LGSCO agreed with how it offered to put things right. They encourage the early resolution of complaints and credit authorities that accept fault and find appropriate ways to put things right. The LGSCO compare the three key annual statistics for our organisation with similar authorities to provide an average marker of performance.

Similarly, but in addition to the LGSCO, the HO landlord performance review for each landlord shows:

- the overall outcomes of their decisions
- findings by category and decision
- the types of orders made for landlords to put things right

- the timeliness of landlord compliance with orders where the target date for compliance was during 2021-22
- the total amount of compensation ordered.

3.2 Volume of Complaints

The Annual Review shows that nationally, there were 15,826 complaints and enquiries to the LGSCO during 2021/22, compared to 11,830 in 2020/21. This reflects an overall increase in tendency of UK citizens to complain of 34%.

3.3 Volume of Complaints about Birmingham City Council

The number of complaints about Birmingham determined by the LGSCO in 2021/22 was 461, this is an increase of about 70 cases (18%) over 2020/21.

To give Members a complete picture of all contact with the two Ombudsmen, further information about Housing Ombudsman matters appears at paragraph 4 below.

3.4 Subject of Complaints

The LGSCO complaint statistics for 2021/22 have identified the following national trends;

- The LGSCO continue to uphold around two thirds of complaints they investigate.
- Complaints they investigate about Education and Children's Services have the highest uphold rate (77%).
- The LGSCO are recommending more service improvements than ever before, with 1,848 recommendations nationally, focused on policies, procedures and staff training.
- Compliance with recommendations nationally was at 99.7%

3.5 Subject of Complaints about Birmingham City Council

Again, this year, both the City Housing directorate and Environmental Services, Public Protection and Regulation (City Operations) complaints resulted in the highest number of determinations in comparison to other directorates.

In 2021/22 the LGSCO determined 461 cases against the Council, as illustrated below;

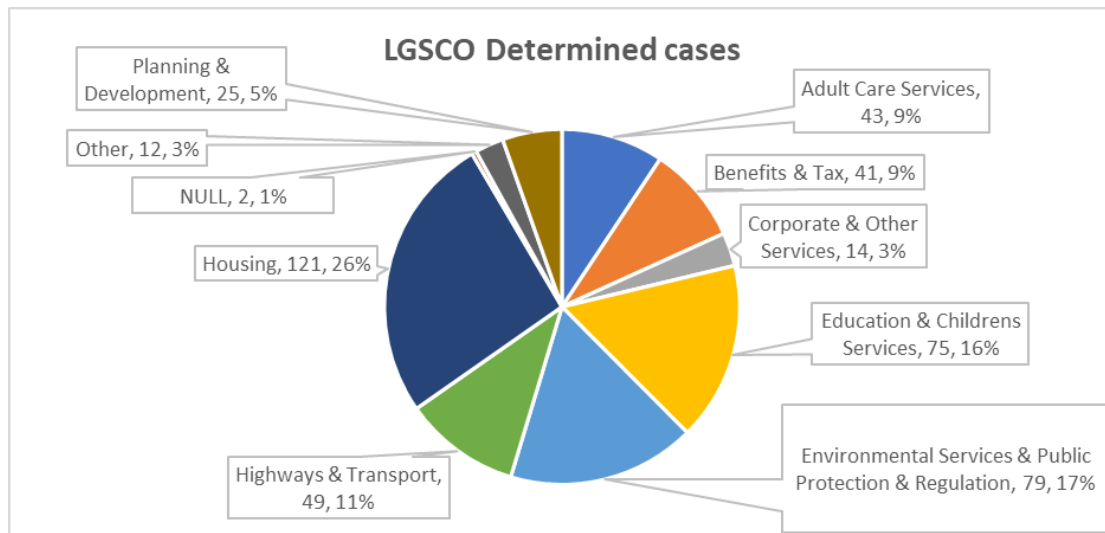


Fig 1.0 Cases determined against BCC 21-22

The LGSCO combine both Regulatory Services and Waste Management into 'Environmental Service' category. This, however, causes a discrepancy when compared to our data because we record complaints for these services separately for each service area.

Appendix 2 is provided by the LGSCO and gives three different forms of information. The first demonstrates the numbers of complaints received, with the second shows the number of complaints determined by the Ombudsman about Birmingham in 2021/22. The third set of information demonstrates compliance of the recommended actions.

3.6 Outcomes

For the period between 1 April 2021 to 31 March 2022, the LGSCO have recorded the following statistics for the Council;

- 100 upheld decisions* (78%), this compares to an average of 68% in similar authorities,
- In 100% of cases the Council successfully implemented recommendations (Statistics are based on a total of 77 compliance outcomes for this period), this compares to an average of 100% in similar authorities,
- In 7%* of upheld cases the Council provided a satisfactory remedy before the complaint reached the Ombudsman. This compares to an average of 11% in similar authorities.

* Statistics are based on a total of 128 investigations for this period

3.7 Reports

The LGSCO issued 43 public interest reports nationally in 2021/21. Three quarters of which were about Education and Children's Services and Adult Care Services.

3.8 Settlements

We can advise that for 2020/21 the Council did not pay a local settlement greater than £10,000.

However, in a City Housing – Homelessness complaint where we were issued with a public interest report matter (LGSCO reference 21015013). One of the recommended actions was to make payment of £29,700. This amount was payable in sums of £300 for each month the Complainant spent in unsuitable temporary accommodation from July 2014 until the Council ended its duty in October 2022. Whilst this matter does not fall within the reporting period of 2021/22, we are reminding you this matter which was reported to the Committee in January 2023.

4. The Housing Ombudsman

The Housing Ombudsman's remit is wide-ranging, covering complaints concerning Landlord Services, Estate Management, Home Loss Payments, transfer applications outside the Housing Act 1996, Part 6 and complaints about property condition, repairs and improvements.

The Housing Ombudsman recognise the unprecedented challenges social landlords and residents are facing due to the cost of living crisis and ageing homes. This is reflected in the continued high volumes.

Their annual complaints review reveals challenges with embedding a positive complaint handling culture, and poor performance in some service areas still at unacceptably high levels. They also reported that this makes the role of the Member Responsible for Complaints, set out in their strengthened Complaint Handling Code, essential and reinforces the need to maintain an accessible and empowered complaints team, even as budget pressures increase.

Appendix 4 is provided by the HO and sets out the Landlord Performance data for 2021/22.

Performance

Performance has improved little on the prior year.

Property condition remains the biggest reason for referrals to the Housing Ombudsman and this is highly likely to continue as properties age and climate change brings more extremes of weather. In 59% of property condition complaints there had been service area failures by the landlord, 20% of which were resolved through the landlords' own complaints procedure. However, the HO upheld 39% of all property condition complaints. This indicates more action is required to improve the quality of homes and service standards.

Nationally, the sector's performance on complaint handling is concerning. There were failures in 86% of complaint handling complaints, 20% of which were put right during the landlord's own procedure. That landlords have

identified and addressed failure through their own procedure demonstrates the Complaint Handling Code and the principles of good complaint handling are starting to work. However, the HO upheld 66% of the complaints about complaint handling they investigated nationally, also indicating that significantly more progress is required in the sector.

The Social Housing (Regulation) Bill contains provisions to put the Complaint Handling Code on a statutory footing and gives the HO a duty to monitor compliance against it. In addition, to unify complaint handling requirements across housing associations and local authorities, the HO are developing a joint Code with the Local Government and Social Care Ombudsman that will be heavily based on their existing Code.

Individual landlord performance

The HO has published 115 landlord performance reports where they investigate five or more complaints.

The Ombudsman has written to the 32 chief executives or equivalent of landlords where they found maladministration in at least half of their decisions, comprising of 21 local authorities and 11 housing associations. Five of the 32 landlords had maladministration found in at least three quarters of their decisions.

A positive complaint handling culture

The HO annual resident and landlord surveys, show there has been a 17% decline nationally in the number of residents who think making a complaint would make a difference compared to last year. Resident and landlord views on learning from complaints differ markedly: 60% of landlords stated that they share learning from complaints with their residents but only 36% of residents agreed with this statement. Similar differences in perception exist regarding resident participation in landlord self-assessments against the Complaint Handling Code – 41% of landlords said they involved residents but only 22% of residents surveyed said they had been consulted.

These are concerning statistics and come after the first full year of the Complaint Handling Code. This sets out steps to ensure continuous learning and improvement – essential for landlords to improve their services and which can, ultimately, lead to cost savings. At the very least, they indicate that landlords should consider how they can communicate more effectively with residents on these matters.

Accessibility of complaints procedures

The HO annual surveys show residents who considered that the ease of access to their landlord's complaint process was acceptable or better, dropped from 68% to 51%. Perceptions as to ease of use and responsiveness were maintained but only 44% of residents agreed that their

landlord promoted its complaints process and only 58% agreed that it signposted to the Ombudsman.

These results are concerning; the updated Complaint Handling Code strengthens the provisions on access and awareness raising to ensure residents' voices can be heard.

Housing Ombudsman's performance report for the Council

For the Council the Housing Ombudsman has reported for 2021/22 as follows:-

The Housing Ombudsman determined **51** complaints about the Council during the year, the determination outcomes are set out in the graph below.

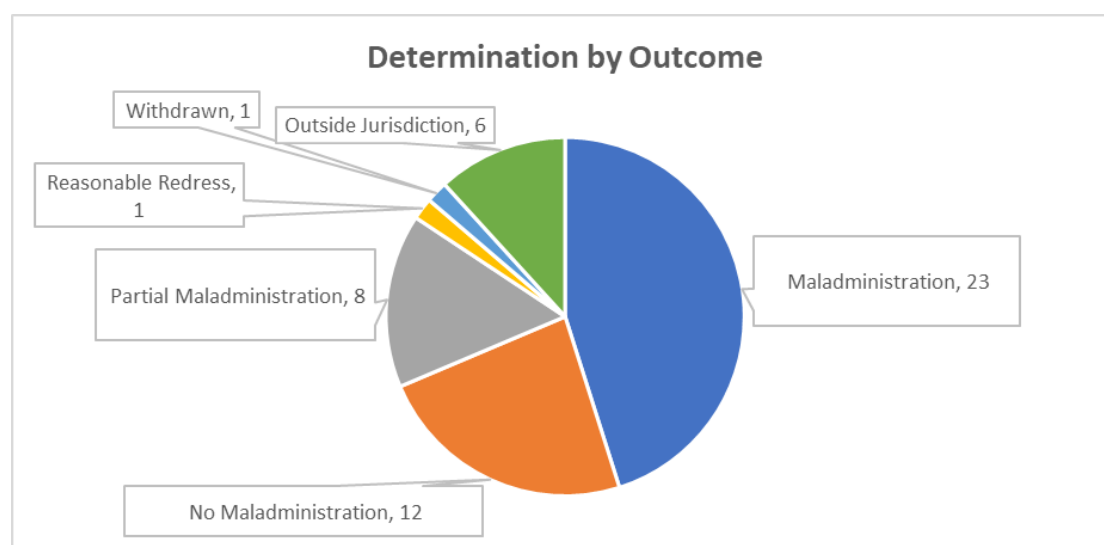


Fig 2.0 Cases determined between 01/04/2021 - 31/03/2022 by overall determination

Of the 51 cases determined, 42 resulted in a finding against the Council. The findings by category are set out in the table below.

Category	Severe Maladministration	Maladministration	Service failure	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Anti-Social Behaviour					5	1	1	7
Charges			1		1	1		3
Complaints Handling		9	3		4			16
Estate Management		1			1			2
Health and Safety (inc. building safety)		2						2
Information and Data Management			1			1		2
Property Condition	1	16	5	1	8	7		38
Reimbursement and Payments			3		2	1		6
Staff					2			2
Total	1	28	13	1	23	11	1	78

Fig 3.0 Findings on cases determined between 01/04/2021 - 31/03/2022 by category and decision.

In total 82 orders were made in cases determined during the period and are set out in the graph below;

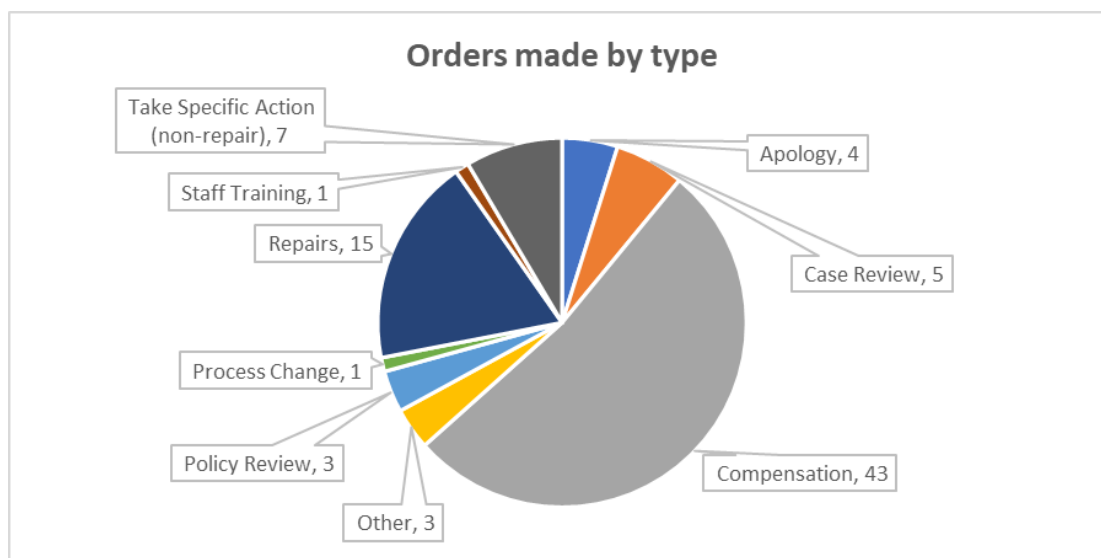


Fig 4.0 Orders on cases determined between 01/04/2021 - 31/03/2022 by order type.

Order compliance

Order compliance within 3 months

Time to comply	Count	%
Within three months	59	98%
More than three months	1	2%
Grand Total	60	100%

Fig 5.1 Orders with compliance target dates between 01/04/2021 - 31/03/2022

Order compliance within 6 months

Time to comply	Count	%
Within six months	60	100%
Grand Total	60	100%

Fig 5.2 Orders with compliance target dates between 01/04/2021 - 31/03/2022

The total amount of compensation ordered in determinations made between 1 April 2021 to 31 March 2022 was **£10,756.00**.

5. Police and Crime Panels

The Police Reform and Social Responsibility Act 2011 established Police and Crime Commissioners, plus Police and Crime Panels. As the Police and Crime Commissioners perform the decision-making processes previously undertaken by Police Authorities, they are a 'body in jurisdiction' for the LGSCO. Police and Crime Panels, insofar as they are a committee of a local authority, also fall within the LGSCO's jurisdiction for non-criminal matters.

We are pleased to advise that there were no complaints against the Council about Police and Crime Panels in 2021/22.

6. Learning from Complaints as a route to Service Improvement and Engagement with the Ombudsmen

The Council introduced a new Corporate complaints procedure which was launched at the beginning of this review period (April/May 2021). A review of the previous complaints process found the following:

- The complaints process was performing badly and was in “crisis” and an intervention was urgently needed.
- Citizens had seven different channels to use to complain and there were at least three different systems in use to record and track complaint.
- Different areas within the Council had different levels of resources committed to complaints.
- There was no clear, consistent process for Members of the Council/MP’s to follow. A high number of complaints went unrecorded, and the volumes included in reporting did not reflect the true volumes.
- The cost of complaints (compensation & re-work) is not tracked or measured across the council.
- Service failings that cause complaints were not resolved, creating complaints that could have been avoided.

The following changes were made to the complaints process;

- One system (iCasework) is used to record complaints across the Council.
- There is one single complaints process which went live on 26 April 2021.
- Dedicated complaints teams are in place across the Council and 29 additional employees were recruited.
- Root cause analysis is undertaken routinely for every investigation, this assists in identifying where improvements are required.
- Data is retrieved from iCasework on a monthly basis and a new dashboard has been created to allow interactive investigation of data.

Next steps in the process to further assist with service improvements are as follows;

- Further training of Complaints Leads by LGSCO to improve the Quality of response
- Embedding strong communication with citizens throughout the journey of a complaint

- Effective Triage of complaints for early intervention
- Addressing service failure with Contractors and the impacts of failure
- Align root cause analysis and upheld Ombudsman outcomes with improvement activity to reduce complaints

LGSCO

We have had recent engagement with both Ombudsmen. We met with Mick King, LGSCO Ombudsman in late November 2022, where we discussed wider learning from complaints and changes to our systems and processes. We shared the above information on the new complaints procedure and the improvements that have been made within the Professional Standards Team (PST) which include the following;

- Collation of data, recommendations, actions and learning are provided into monthly bespoke reports to all Directors and Portfolio holders, which includes an overview of all ongoing cases and compensatory awards.
- PST manager invited to several Directorate Management Team and Cabinet Member Briefing attendance including discussing key areas identified in report and discussing findings and remedy implementation.
- The Head of PST appointed as Deputy Monitoring Officer (DMO) and attends Corporate Leadership Team meetings to spotlight key matters (currently Public Interest Reports) and remedy compliance, trends and numbers and detail on decisions upheld against the Council.
- The Monitoring Officer and DMO attend monthly Deputy Leader Briefings to spotlight key matters, trends and numbers and detail on decisions upheld against the Council.

The Ombudsman was pleased with the improvements being made and encouraged the Council to take individual complaints as an opportunity to learn as this influence's good governance and public accountability.

HO

In June 2022, we received correspondence from the Housing Ombudsman advising that they will be conducting an investigation under Paragraph 50 of the Housing Ombudsman Scheme in relation to 2 repairs complaints which concerned the Council's complaint handling and the housing repairs compensation procedure.

Paragraph 50 (amended to Paragraph 49 during the review period) of the Scheme allows the Housing Ombudsman to conduct further investigation to ascertain whether there is a systemic failure:

“The Ombudsman may conduct further investigation beyond the initial complaint or landlord to establish whether any presenting evidence of

service failure is indicative of a systemic failing. Where this is the case it will be referred to the appropriate regulatory body.”

The HO advised they were monitoring cases for a six month period (with effect from 15 March 2022). The HO advised they would be monitoring the outcome of the cases to establish if there have been other instances of service failure and whether any issues identified appear to be systemic.

At the end of the six-month period, the HO will publish a learning report highlighting any issues they have identified in the cases investigated and making recommendations where appropriate.

To date we have attended two meetings with HO officers, the first meeting was to answer any questions we may have in relation to the paragraph 49 investigation and discuss engagement with the Council over the monitoring period.

The second meeting was following receipt of the draft report, where we were invited to provide comments to be included in the final report. We were advised of the next steps in the process and of future engagement with the HO. Further meetings will take place following publication of the report, these will be arranged where the action/implementation plan of the recommendations will be reviewed and discussed, any concerns with current cases and any potential future issues will be addressed and may result in a further monitoring period.

The final report was published on 17 January 2023, a number of recommendations were made which are due for completion on 17 April 2023. A copy of the Paragraph 49 report is attached at appendix 5.

The recommendations set out in the report are currently being worked on and we will provide a detailed update in next year's report.

7. Legal and Resource Implications

No specific legal implications have been identified (see para. 9 below), and resources are committed by individual Directorates in resolving Ombudsman complaints.

8. Risk Management & Equality Impact Assessment Issues

No specific issues have been identified.

9. Compliance Issues

City Council policies, plans and strategies have been complied with in this report. Where failings have been highlighted by the Ombudsman, individual directorates have been advised when they may have been in breach of their own policies and asked to take action. This has resulted in revision of current procedures and/or retraining of staff. Where reports have been issued, they have been escalated to the Audit Committee via delegated power under Local

Government Act 1974 section 31(2), in addition to being highlighted to the Chief Executive.

10. Future years

We propose to separate the LGSCO and HO annual reports for future years with a view to providing more accurate and timely updates. We receive the LGSCO report in July and the HO report in September/October each year. Due to the time lapse between receipt of the reports and presentation to this Committee, we propose to present the reports separately. This will allow for our reports to be more succinct, highlighting concerns and attaching reports as appendices, which will be more digestible. We accept that this may take up more time on the Committee's agenda, however, the time allocated will be equal but at different points in the year.

Appendices

Appendix 1 – LGSCO Annual Review letter 2021/22

Appendix 2 - LGSCO Annual Review BCC figures 2021/22

Appendix 3 – HO Annual complaints performance report 2021/22

Appendix 4 - HO Landlord Performance Data 2021/22

Appendix 5 – HO Paragraph 49 report

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e-mail address: Dawanna.campbell@birmingham.gov.uk

Local Government & Social Care OMBUDSMAN

20 July 2022

By email

Ms Cadman OBE
Interim Chief Executive
Birmingham City Council

Dear Ms Cadman OBE

Annual Review letter 2022

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your

Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Your organisation's performance

During the year, we issued five public reports about your Council.

Having raised my concerns in last year's letter about ongoing issues with waste collections, it was extremely disappointing that it proved necessary to issue a report about further failings. Our investigation found the Council had, for a significant period, consistently failed to return the communal bins serving a block of flats to the designated area due to a dispute over which service area was responsible for returning them. The complainant had to regularly attempt to move the bins herself to prevent them obstructing pavements and blocking a bus stop. I recommended the Council apologise and make a payment to the complainant in recognition of the frustration and difficulties the Council's failure to return the bins had caused. I also recommended the Council contact the complainant to explain the steps it would take, and when, to ensure the empty bins were returned to the collection point.

Unfortunately, the Council initially failed to accept our findings and recommendations when we issued a draft decision, and it was therefore necessary to issue a public report. I am pleased to note the Council has since accepted and implemented our recommendations and I was able to confirm satisfaction with the actions taken.

It is concerning there continues to be significant ongoing systemic issues with the Council's waste collection service. We continue to receive regular complaints and of those we investigate, we uphold over 90%. Despite concerns having been raised with the Council since 2019, when we also issued a public report about failings to collect waste, there appears to have been limited improvements. Residents are not getting the service they are entitled to. I would urge the Council to robustly tackle the issues at the heart of these problems and ensure an improved service for residents.

We also issued a public report about your Council's handling of home adaptations to meet a disabled child's needs. Our investigation found the Council failed to keep accurate and detailed records and to evidence a proper decision-making process. We also found the Council at fault because building works were not to an acceptable standard. To remedy the injustice, I recommended the Council pay a financial remedy to recognise the distress, uncertainty, and impact the faults had on the complainant and his son. I also recommended the Council pay for inspection works, any remedial works, and for the works needed to complete the home adaptations.

I am pleased the Council accepted our recommendations. I welcome the Council's new Disabled Facilities Grant policy, which will help to avoid replicating the circumstances that led to this case.

A third public report related to two different families and concerned the Council's handling of home to school transport arrangements. Our investigation found the Council had wrongly expected parents to accompany their children on the journey to school, could not show how it considered the suitability of the transport offered to the children, and did not ensure the transport could be accessed without families incurring additional costs. The failures meant the families incurred unnecessary costs as well as the stress and inconvenience of having to accompany their children to school on unsuitable transport.

I am pleased the Council accepted our recommendations that it apologise to both families, reimburse their costs and make further payments to recognise the injustice caused. I was particularly impressed by the Council's commitment to review other cases that had been affected by the same fault and the efforts it took to identify families entitled to have costs reimbursed. The Council has agreed this reimbursement, estimated to be in the region of £100,000 and I welcome the actions being taking to ensure families receive the money they are entitled to. The Council has also committed to making the information public, to alert families whose contact details are no longer up to date to enable them to request reimbursement.

The fourth public report detailed the Council's delay in processing applications to the housing register. Our investigation found it took the Council six months to assess the complainant's application. The delay in this case was not an isolated incident. We found systemic delay, resulting in a wait time of up to 12 months for the Council to deal with applications.

The Council acknowledged the extent of its backlog and had already taken some steps to try and improve matters, including hiring additional staff. The Council agreed to our recommendations to apologise to the complainant and backdate her application to the date she applied. It also agreed to improve its service for future applicants by committing to an application processing time of four to six weeks. The Council also committed to reviewing its Housing Allocations Policy to ensure any delay by the Council did not impact on an applicant's priority band date and to deal with any other complaints about delay in line with our report.

The Council complied with our recommendations fully and within the agreed time frame. I was pleased to note that by January 2022, the Council had succeeded in reducing the wait time to four months and projected that it would achieve its goal of 6 weeks by March. The Council also launched the statutory consultation for a revised Housing Allocations Policy. I was pleased to see the proposed scheme includes a commitment that the Council will deal with applications in a timely manner.

It is positive that we recorded our satisfaction with the Council's compliance in 77 cases where we recommended a remedy. However, it is disappointing that in 24 of these cases, remedies were not completed within the agreed timescales. Concerningly, the Council delayed by almost four months in ensuring effective monitoring of waste collection, further reinforcing the concerns previously set out about ongoing, systemic issues in that department.

This is the third consecutive year where I have raised concerns about delays in the remedy process and yet these delays persist. I once again invite the Council to consider how it might make improvements to act on our recommendations within the agreed timescales.

This year, we have investigated a number of complaints involving children and young people with special educational needs. In all but one case we found significant systemic failings, which reflect the findings of the Ofsted and CQC reinspection of May 2021. In many of these complaints, children and young people were out of education, and not receiving alternative provision or the provision they are legally entitled to, significantly impacting them and their families, and profoundly affecting future opportunities. We intend to work collaboratively with the Commissioner, appointed by the Department for Education, and the Improvement Board to ensure our recommendations support and reinforce the work being undertaken to address the issues identified.

Supporting complaint and service improvement

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

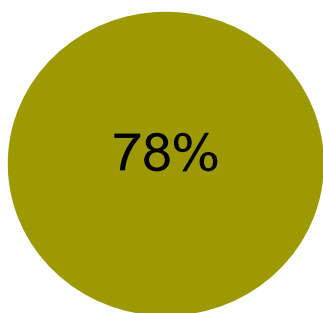
An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit www.lgo.org.uk/training.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld



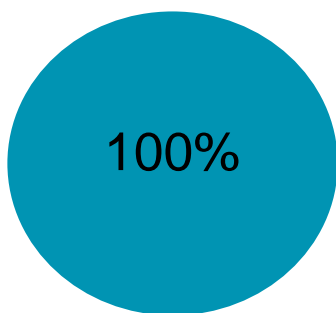
78% of complaints we investigated were upheld.

This compares to an average of **68%** in similar organisations.

100
upheld decisions

Statistics are based on a total of **128** investigations for the period between 1 April 2021 to 31 March 2022

Compliance with Ombudsman recommendations



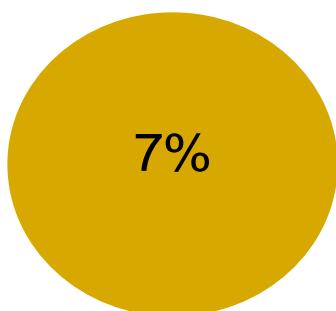
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **100%** in similar organisations.

Statistics are based on a total of **77** compliance outcomes for the period between 1 April 2021 to 31 March 2022

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedy provided by the organisation



In **7%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **11%** in similar organisations.

7
satisfactory remedy decisions

Statistics are based on a total of **100** upheld decisions for the period between 1 April 2021 to 31 March 2022

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

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

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

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

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

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

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21007354	Birmingham City Council	Corporate & Other Services	01/10/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21007360	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007403	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/02/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
21007420	Birmingham City Council	Benefits & Tax	19/10/2021	Closed after initial enquiries	26(6)(a) tribunal HB		
21007453	Birmingham City Council	Environmental Services & Public Protection & Regulation	16/02/2022	Upheld	mal & inj		
21007478	Birmingham City Council	Housing	12/10/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21007492	Birmingham City Council	Housing	02/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21007515	Birmingham City Council	Housing	02/09/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21007580	Birmingham City Council	Housing	01/09/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21007585	Birmingham City Council	Environmental Services & Public Protection & Regulation	23/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007735	Birmingham City Council	Education & Childrens Services	21/10/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21007788	Birmingham City Council	Benefits & Tax	27/08/2021	Referred back for local resolution	Premature Decision - advice given		
21007946	Birmingham City Council	Housing	01/09/2021	Referred back for local resolution	Premature Decision - advice given		
21007964	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/03/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble	
21008018	Birmingham City Council	Education & Childrens Services	30/03/2022	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/time and trouble.Procedure and/or policy change review.Provide services and/or information to others affected	The Council will provide us with further details about an appeals mailbox it says it has now put in place to ensure that appeals are processed in a timely manner. It should provide details of when this was implemented and how it will ensure this mailbox is properly monitored to ensure that the faults identified in this complaint are not repeated in future. The Council will provide us with information on how may stage 1 and stage 2 transport appeals the Council has received over the last six months and how quickly these have been arranged. The Council will confirm that in future its letters to appellants following a stage 2 appeal include information about how to complain to the Ombudsman's office and tell us how this will be achieved.
21008052	Birmingham City Council	Environmental Services & Public Protection & Regulation	07/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21008053	Birmingham City Council	Housing	09/09/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21008054	Birmingham City Council	Benefits & Tax	15/11/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21008077	Birmingham City Council	Adult Care Services	03/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008115	Birmingham City Council	Highways & Transport	25/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008148	Birmingham City Council	Education & Childrens Services	03/08/2021	Referred back for local resolution	Premature Decision - advice given		
21008192	Birmingham City Council	Education & Childrens Services	06/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21008194	Birmingham City Council	Adult Care Services	28/10/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21008234	Birmingham City Council	Benefits & Tax	09/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008237	Birmingham City Council	Housing	21/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21008245	Birmingham City Council	Education & Childrens Services	07/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008463	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21008516	Birmingham City Council	Education & Childrens Services	09/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008615	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008702	Birmingham City Council	Highways & Transport	14/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21008804	Birmingham City Council	Benefits & Tax	15/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008876	Birmingham City Council	Education & Childrens Services	16/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008877	Birmingham City Council	Planning & Development	20/09/2021	Closed after initial enquiries	26(6)(b) appeal to Minister		
21008903	Birmingham City Council	Housing	17/09/2021	Referred back for local resolution	Premature Decision - advice given		
21009103	Birmingham City Council	Education & Childrens Services	30/11/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21009106	Birmingham City Council	Environmental Services & Public Protection & Regulation	04/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21009133	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/02/2022	Upheld	mal & inj	Apology/Financial Redress: Quantifiable Loss	
21009233	Birmingham City Council	Highways & Transport	17/11/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21009234	Birmingham City Council	Education & Childrens Services	23/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21009263	Birmingham City Council	Highways & Transport	16/11/2021	Upheld	Injustice remedied during BinJ complaint processes		
21009272	Birmingham City Council	Highways & Transport	18/11/2021	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21009276	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/02/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21009324	Birmingham City Council	Housing	29/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21009486	Birmingham City Council	Planning & Development	15/11/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21009488	Birmingham City Council	Education & Childrens Services	29/09/2021	Referred back for local resolution	Premature Decision - advice given		
21009663	Birmingham City Council	Education & Childrens Services	14/02/2022	Not Upheld	Other reason not to continue with investigation		
21009708	Birmingham City Council	Housing	16/11/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21009777	Birmingham City Council	Education & Childrens Services	12/11/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
21009833	Birmingham City Council	Highways & Transport	12/11/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21009877	Birmingham City Council	Housing	08/10/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010003	Birmingham City Council	Highways & Transport	15/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010029	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/10/2021	Referred back for local resolution	Premature Decision - advice given		
21010163	Birmingham City Council	Benefits & Tax	20/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
21010207	Birmingham City Council	Benefits & Tax	18/10/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010253	Birmingham City Council	Highways & Transport	15/11/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21010288	Birmingham City Council	Adult Care Services	14/10/2021	Referred back for local resolution	Premature Decision - advice given		
21010587	Birmingham City Council	Adult Care Services	03/12/2021	Advice given	Signpost - go to advice agency		
21010749	Birmingham City Council	Planning & Development	08/12/2021	Upheld	Injustice remedied during BinJ complaint processes		
21010751	Birmingham City Council	Planning & Development	24/11/2021	Advice given	Previously considered and decided		
21010786	Birmingham City Council	Housing	23/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010886	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/10/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010882	Birmingham City Council	Housing	22/10/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21010901	Birmingham City Council	Environmental Services & Public Protection & Regulation	22/10/2021	Referred back for local resolution	Premature Decision - advice given		
21010941	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/12/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21010963	Birmingham City Council	Adult Care Services	25/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011058	Birmingham City Council	Housing	26/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011067	Birmingham City Council	Education & Childrens Services	26/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011308	Birmingham City Council	Environmental Services & Public Protection & Regulation	29/10/2021	Referred back for local resolution	Premature Decision - advice given		
21011382	Birmingham City Council	Planning & Development	20/12/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21011386	Birmingham City Council	Housing	05/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21011422	Birmingham City Council	Planning & Development	02/11/2021	Referred back for local resolution	Premature Decision - advice given		
21011643	Birmingham City Council	Adult Care Services	10/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21011713	Birmingham City Council	Environmental Services & Public Protection & Regulation	08/12/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21011720	Birmingham City Council	Highways & Transport	21/12/2021	Advice given	Consent - section 26A(1)(b)		
21011735	Birmingham City Council	Adult Care Services	23/03/2022	Referred back for local resolution	Premature, open new case if resubmitted		
21011799	Birmingham City Council	Housing	21/12/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21011816	Birmingham City Council	Education & Childrens Services	08/11/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21012007	Birmingham City Council	Housing	14/12/2021	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21012131	Birmingham City Council	Highways & Transport	02/12/2021	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21012138	Birmingham City Council	Housing	17/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012147	Birmingham City Council	Housing	15/11/2021	Advice given	Signpost - go to complaint handling		
21012168	Birmingham City Council	Benefits & Tax	16/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012181	Birmingham City Council	Planning & Development	16/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012260	Birmingham City Council	Corporate & Other Services	05/01/2022	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
21012402	Birmingham City Council	Planning & Development	15/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21012406	Birmingham City Council	Benefits & Tax	15/12/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21012432	Birmingham City Council	Adult Care Services	18/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012443	Birmingham City Council	Benefits & Tax	03/12/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21012467	Birmingham City Council	Other	19/11/2021	Advice given	Signpost - go to complaint handling		
21012603	Birmingham City Council	Benefits & Tax	05/01/2022	Closed after initial enquiries	Other Agency better placed		
21012663	Birmingham City Council	Highways & Transport	23/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012714	Birmingham City Council	Environmental Services & Public Protection & Regulation	24/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012727	Birmingham City Council	Other	24/11/2021	Advice given	Signpost - go to complaint handling		
21012826	Birmingham City Council	Adult Care Services	24/11/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21012807	Birmingham City Council	Benefits & Tax	17/12/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
21012808	Birmingham City Council	Planning & Development	17/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21012818	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/01/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21012826	Birmingham City Council	Education & Childrens Services	25/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012846	Birmingham City Council	Housing	25/11/2021	Referred back for local resolution	Premature Decision - advice given		
21012868	Birmingham City Council	Highways & Transport	18/01/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21012938	Birmingham City Council	Planning & Development	24/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21013065	Birmingham City Council	Housing	30/11/2021	Referred back for local resolution	Premature Decision - advice given		
21013095	Birmingham City Council	Housing	14/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013097	Birmingham City Council	Education & Childrens Services	01/12/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21013099	Birmingham City Council	Highways & Transport	02/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
21013163	Birmingham City Council	Benefits & Tax	01/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013190	Birmingham City Council	Highways & Transport	11/03/2022	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
21013286	Birmingham City Council	Housing	03/12/2021	Advice given	Signpost - go to complaint handling		
21013300	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013312	Birmingham City Council	Highways & Transport	13/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21013367	Birmingham City Council	Adult Care Services	12/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013514	Birmingham City Council	Highways & Transport	08/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013710	Birmingham City Council	Housing	13/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013727	Birmingham City Council	Housing	13/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013734	Birmingham City Council	Housing	23/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013809	Birmingham City Council	Highways & Transport	01/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21013829	Birmingham City Council	Adult Care Services	02/02/2022	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21013908	Birmingham City Council	Other	18/12/2021	Advice given	Signpost - go to complaint handling		
21013954	Birmingham City Council	Highways & Transport	24/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014000	Birmingham City Council	Housing	01/03/2022	Closed after initial enquiries	At request of complainant		
21014058	Birmingham City Council	Benefits & Tax	21/12/2021	Referred back for local resolution	Premature Decision - advice given		
21014109	Birmingham City Council	Adult Care Services	17/02/2022	Upheld	Injustice remedied during BinJ complaint processes		
21014460	Birmingham City Council	Other	05/01/2022	Advice given	Signpost - go to complaint handling		
21014512	Birmingham City Council	Education & Childrens Services	26/01/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
21014548	Birmingham City Council	Highways & Transport	04/02/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
21014579	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/03/2022	Closed after initial enquiries	26(2) not made in 12 months		
21014593	Birmingham City Council	Housing	22/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21014617	Birmingham City Council	Housing	07/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21014620	Birmingham City Council	Adult Care Services	14/03/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
21014661	Birmingham City Council	Highways & Transport	17/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21014811	Birmingham City Council	Benefits & Tax	11/01/2022	Referred back for local resolution	Premature Decision - advice given		
21014889	Birmingham City Council	Housing	08/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014905	Birmingham City Council	Adult Care Services	17/02/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21014911	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014952	Birmingham City Council	Environmental Services & Public Protection & Regulation	12/01/2022	Referred back for local resolution	Premature Decision - advice given		

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20104964	Birmingham City Council	Highways & Transport	15/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20104972	Birmingham City Council	Benefits & Tax	08/02/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
20104988	Birmingham City Council	Environmental Services & Public Protection & Regulation	17/02/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20105048	Birmingham City Council	Housing	15/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20105057	Birmingham City Council	Education & Childrens Services	22/02/2022	Closed after initial enquiries	Sch 5.1 court proceedings		
20105061	Birmingham City Council	Housing	22/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20105105	Birmingham City Council	Environmental Services & Public Protection & Regulation	16/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20105271	Birmingham City Council	Highways & Transport	16/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20105309	Birmingham City Council	Planning & Development	02/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20105501	Birmingham City Council	Highways & Transport	16/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20105537	Birmingham City Council	Housing	24/01/2022	Referred back for local resolution	Premature Decision - advice given		
20105622	Birmingham City Council	Highways & Transport	21/03/2022	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
20105719	Birmingham City Council	Highways & Transport	26/01/2022	Referred back for local resolution	Premature Decision - advice given		
20105728	Birmingham City Council	Planning & Development	26/01/2022	Referred back for local resolution	Premature Decision - advice given		
20105850	Birmingham City Council	Other	27/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20105865	Birmingham City Council	Environmental Services & Public Protection & Regulation	25/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20105897	Birmingham City Council	Education & Childrens Services	09/02/2022	Referred back for local resolution	Premature Decision - advice given		
20105900	Birmingham City Council	Corporate & Other Services	23/02/2022	Upheld	Injustice remedied during BinJ complaint processes		
20105968	Birmingham City Council	Planning & Development	28/01/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20106003	Birmingham City Council	Housing	03/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20106039	Birmingham City Council	Education & Childrens Services	31/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20106066	Birmingham City Council	Planning & Development	10/02/2022	Advice given	Previously considered and decided		
20106161	Birmingham City Council	Highways & Transport	02/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20106173	Birmingham City Council	Housing	01/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20106255	Birmingham City Council	Corporate & Other Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20106277	Birmingham City Council	Adult Care Services	28/02/2022	Closed after initial enquiries	26(6)(2) not made in 12 months		
20106512	Birmingham City Council	Corporate & Other Services	30/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20106530	Birmingham City Council	Education & Childrens Services	11/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20106555	Birmingham City Council	Corporate & Other Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20106565	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/02/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20106702	Birmingham City Council	Environmental Services & Public Protection & Regulation	04/03/2022	Closed after initial enquiries	Not warranted by alleged injustice		
20106848	Birmingham City Council	Housing	19/03/2022	Referred back for local resolution	Premature Decision - advice given		
20106874	Birmingham City Council	Environmental Services & Public Protection & Regulation	15/02/2022	Referred back for local resolution	Premature Decision - advice given		
20106922	Birmingham City Council	Highways & Transport	24/02/2022	Referred back for local resolution	Premature Decision - advice given		
20106959	Birmingham City Council	Education & Childrens Services	16/02/2022	Referred back for local resolution	Premature Decision - advice given		
20107051	Birmingham City Council	Highways & Transport	10/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
20107054	Birmingham City Council	Adult Care Services	18/02/2022	Referred back for local resolution	Premature Decision - advice given		
20107067	Birmingham City Council	Education & Childrens Services	18/03/2022	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
20107104	Birmingham City Council	Benefits & Tax	28/03/2022	Closed after initial enquiries	26(6)(a) tribunal Other		
20107119	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/02/2022	Referred back for local resolution	Premature Decision - advice given		
20107152	Birmingham City Council	Environmental Services & Public Protection & Regulation	10/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107161	Birmingham City Council	NULL	21/02/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20107197	Birmingham City Council	Benefits & Tax	31/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20107419	Birmingham City Council	Housing	23/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
20107429	Birmingham City Council	Highways & Transport	10/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20107490	Birmingham City Council	Housing	25/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20107583	Birmingham City Council	Environmental Services & Public Protection & Regulation	01/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107623	Birmingham City Council	Education & Childrens Services	01/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107645	Birmingham City Council	Education & Childrens Services	22/03/2022	Closed after initial enquiries	Other Agency better placed		
20107688	Birmingham City Council	Environmental Services & Public Protection & Regulation	02/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107782	Birmingham City Council	Environmental Services & Public Protection & Regulation	03/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107821	Birmingham City Council	Housing	04/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107889	Birmingham City Council	Housing	06/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107921	Birmingham City Council	Benefits & Tax	08/03/2022	Referred back for local resolution	Premature Decision - advice given		
20107969	Birmingham City Council	Housing	09/03/2022	Advice given	Signpost - go to complaint handling		
20107988	Birmingham City Council	Environmental Services & Public Protection & Regulation	09/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108006	Birmingham City Council	Housing	16/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20108027	Birmingham City Council	Highways & Transport	25/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20108162	Birmingham City Council	Housing	28/03/2022	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord		
20108210	Birmingham City Council	Planning & Development	22/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20108216	Birmingham City Council	Housing	14/03/2022	Advice given	Signpost - go to complaint handling		
20108347	Birmingham City Council	Education & Childrens Services	15/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20108355	Birmingham City Council	Education & Childrens Services	17/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108423	Birmingham City Council	Housing	17/03/2022	Advice given	Signpost - go to complaint handling		
20108391	Birmingham City Council	Housing	17/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108435	Birmingham City Council	Adult Care Services	17/03/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20108462	Birmingham City Council	Education & Childrens Services	18/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108587	Birmingham City Council	Environmental Services & Public Protection & Regulation	21/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108619	Birmingham City Council	Housing	21/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108640	Birmingham City Council	Education & Childrens Services	28/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108669	Birmingham City Council	Housing	25/03/2022	Advice given	Signpost - go to complaint handling		
20108679	Birmingham City Council	Highways & Transport	24/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20108744	Birmingham City Council	Highways & Transport	29/03/2022	Closed after initial enquiries	26(6)(c) Court remedy		
20108837	Birmingham City Council	Housing	25/03/2022	Advice given	Signpost - go to complaint handling		
20108866	Birmingham City Council	Housing	28/03/2022	Referred back for local resolution	Premature Decision - advice given		
20108915	Birmingham City Council	Housing	28/03/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20108921	Birmingham City Council	Planning & Development	30/03/2022	Closed after initial enquiries	26(6)(b) appeal to Minister		
20109029	Birmingham City Council	Housing	30/03/2022	Advice given	Signpost - go to complaint handling		
20109079	Birmingham City Council	Education & Childrens Services	31/03/2022	Referred back for local resolution	Premature Decision - advice given		

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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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

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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

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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

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

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

07/12/2022

Deborah Cadman
Chief Executive
Birmingham City Council

By email

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Dear Deborah Cadman

Annual complaints performance report – high maladministration rate

This week the Housing Ombudsman published its third annual landlord performance reports for the complaints investigated involving members of its Scheme. These reports are an important part of promoting openness and accountability in complaints handling, as well as identifying potential areas for learning.

I wanted to draw your attention to your individual report because we have found 54% maladministration for your organisation in the findings we have made during 2021-22. Your maladministration rate is higher than the average for the sector. During 2021-22, we upheld at least one part of the complaint in 48% of our cases.

While there are many separate, often conflicting, pressures placed on landlords and their finances, a positive complaints handling culture remains vital. Clearly such a high rate of maladministration is concerning and for issues to occur across this proportion of findings suggests improvements could be made to prevent complaints.

Therefore, I would encourage you to share your performance report with your governing body and, if you have not done so already, to review the determinations made in 2021-22 to identify any lessons for service areas, particularly in light of any relevant Spotlight reports and the recommendations made in those reports. Our revised [Complaints Handling Code](#), [Remedies Policy](#) and supplementary [Guidance](#) may also be helpful to consider.

I look forward to your response.

Yours,



Richard Blakeway
Housing Ombudsman

Landlord Performance Data 2021-22

1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2021

Landlord Name	Birmingham City Council
----------------------	-------------------------

Homes

64,868

2.0 Determinations by Outcome

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

2.1 Individual Landlord

Landlord Name	Birmingham City Council
----------------------	-------------------------

Overall Determination	Count	%
Maladministration	23	45%
Partial Maladministration	8	16%
Reasonable Redress	1	2%
No Maladministration	12	24%
Outside Jurisdiction	6	12%
Withdrawn	1	2%
Grand Total	51	100%

2.0 Determinations (continued)

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

2.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Overall Determination	Housing Association	Local Authority	Other	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	19%	26%	41%	21%
Partial Maladministration	24%	22%	18%	23%
Reasonable Redress	12%	6%	6%	10%
No Maladministration	27%	26%	6%	27%
Mediation	4%	2%	18%	3%
Outside Jurisdiction	11%	18%	12%	13%
Withdrawn	2%	1%	0%	2%
Grand Total	100%	100%	100%	100%

2.3 By Landlord Size

Overall Determination	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	28%	20%	22%	21%
Partial Maladministration	25%	24%	23%	23%
Reasonable Redress	6%	6%	11%	10%
No Maladministration	14%	33%	26%	27%
Mediation	8%	2%	3%	3%
Outside Jurisdiction	19%	14%	13%	13%
Withdrawn	0%	1%	2%	2%
Grand Total	100%	100%	100%	100%

3.0 Findings by Category

Findings on cases determined between 01/04/2021 - 31/03/2022 by category and decision

Landlord Name Birmingham City Council

Category	Severe Maladministration	Maladministration	Service failure	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Grand Total
Anti-Social Behaviour					5	1	1	7
Charges			1		1	1		3
Complaints Handling		9	3		4			16
Estate Management		1			1			2
Health and Safety (inc. building safety)		2						2
Information and Data Management			1			1		2
Property Condition	1	16	5	1	8	7		38
Reimbursement and Payments			3		2	1		6
Staff					2			2
Grand Total	1	28	13	1	23	11	1	78

4.0 Orders Made by Type

Orders on cases determined between 01/04/2021 - 31/03/2022 by order type

Landlord Name Birmingham City Council
Type Order

Order Type	Count
Apology	4
Case Review	5
Compensation	43
Other	3
Policy Review	3
Process Change	1
Repairs	15
Staff Training	1
Take Specific Action (non-repair)	7
Grand Total	82

5.0 Order Compliance Within 3 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

5.1 Individual Landlord

Landlord Name	Birmingham City Council
Type	Order

Time to comply	Count	%
Within three months	59	98%
More than three months	1	2%
Grand Total	60	100%

5.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within three months	99%	99%	100%	99%
More than three months	1%	1%	0%	1%
Grand Total	100%	100%	100%	100%

5.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within three months	100%	100%	99%	99%
More than three months	0%	0%	1%	1%
Grand Total	100%	100%	100%	100%

6.0 Order Compliance Within 6 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

6.1 Individual Landlord

Landlord Name	Birmingham City Council
Type	Order

Time to comply	Count	%
Within six months	60	100%
Grand Total	60	100%

6.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%

6.3 By Landlord Size

Time to comply	Between 1k and 10k units	Less than 1k units	More than 10k units	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%

7.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2021 - 31/03/2022

Landlord Name	Birmingham City Council
Type	Order

Total
£10,756.00

Housing

Ombudsman Service

Housing Ombudsman Special Report on Birmingham City Council

Published January 2023

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Introduction

The Housing Ombudsman makes the final decision on disputes between residents and member landlords. Our decisions are independent, impartial and fair. We also support effective landlord-tenant dispute resolution by others, including landlords themselves, and promote positive change in the housing sector.

This special report follows an investigation carried out under paragraph 49 of the Housing Ombudsman Scheme¹, which allows the Ombudsman to conduct further investigation into whether there is a systemic failure:

‘The Ombudsman may conduct further investigation beyond the initial complaint or landlord to establish whether any presenting evidence of service failure is indicative of a systemic failing. Where this is the case it will be referred to the appropriate regulatory body.’

Factors that may be indicative of a wider service failure may include, but are not limited to the following:

- a policy weakness
- repeated service failure
- service failures across multiple service areas, and
- lack of oversight and governance to identify and act on repeated issues.

The Ombudsman’s wider investigation was prompted by the landlord’s response to an individual complaint (202109631) which identified concerns with the landlord’s complaint handling and its approach to compensation.

This report provides insight to help the landlord strengthen its complaint handling and address the substantive issues giving rise to complaints, to help extend fairness to other residents and prevent complaints in future. Our findings are limited to the individual investigations considered and do not seek to be a comprehensive assessment of the entirety of the landlord’s performance.

We also publish the report to help other landlords identify potential learning to improve their own services. This is part of our wider work to monitor landlord performance and promote learning from complaints.

Scope and methodology

We monitored complaints made to Birmingham City Council that were brought to the Ombudsman for investigation over a six-month period from 15 March 2022. The cases represent all of the relevant cases allocated during this period, and not a selection of them. We assessed the findings from our investigations of these cases and whether or not they highlighted any systemic issues that went beyond the circumstances of those individual cases.

¹ Para. 49 of ‘*The Housing Ombudsman Scheme*’, October 2022. This replaced para. 50 of the September 2020 version of the Scheme.

Investigation Findings

We identified 14 cases that fell within the scope of this investigation during the six-month monitoring period. All of these complaints concerned the landlord's handling of repairs and the subsequent complaint and compensation process.

The Ombudsman's findings from the 14 investigations are set out in the table below.

The Ombudsman made 25 findings across these cases and found maladministration in 24 of them, including five findings of severe maladministration. Overall, this represents a maladministration rate of 96%.

Findings ²	Severe maladministration	Maladministration	Service failure	No maladministration
202109631	• Repair handling	• Complaint Handling		
<u>202107243</u>		• Complaint Handling • Repairs (leak)		
<u>202011501</u>		• Complaint Handling • Repairs kitchen*		
202011666		• Complaint Handling • Repairs (flood)		
<u>202103060</u>		• Complaint Handling		
<u>202108749</u>		• Complaint Handling		
202012972		• Complaint Handling • Repairs (roof)		

² Reference numbers are hyperlinked to the published decision, where published. In some cases we may decide not to publish a decision if it is not in the resident's or landlord's interest or the resident's anonymity may be compromised. Full details of what and when we publish are set out in our [publication policy](#).

<u>202109066</u>		• Complaint Handling		
<u>202011026</u>		• Repairs (leak)	• Complaint Handling	
<u>202106713</u>			• Repairs (infestation)	
<u>202011461</u>		• Repairs		
<u>202107400</u>			• Complaint Handling	• Repairs (leak)
<u>202101431</u>	• Complaint Handling • Repair handling	• Record keeping		
202106521	• Damp and mould • Compensation handling	• Complaint Handling		

Themes Identified

When deciding if a failing is systemic, we look at whether the impact of maladministration and service failure is limited to a single area or cuts across different services and resident experiences. The themes identified below cover every aspect of residents' interaction with the landlord. From reporting an issue, raising a complaint about the repair, seeking remedy for the impact of what went wrong to the governance the landlord has in place to learn from the complaint. At every point in this process residents are met with increasing challenge to get the landlord to put things right, while the lack of adequate policies, procedures and governance combined with limited learning from these issues means the landlord repeats the same mistakes.

Repairs

Repair requests and complaints about repairs make up the majority of resident contact with landlords. How a landlord responds to these will go a long way to setting its relationship with residents. For many residents it will be their only contact with the landlord and represents an opportunity for the landlord to be proactive, addressing problems early.

The landlord is responsible for maintaining its housing stock. The landlord's repairs service standards confirm that urgent repairs should be dealt with between one and seven working days, and routine repairs should be dealt with within 30 working days. The landlord responds to repairs through third party repairs contractors but remains responsible for the timeliness and quality of repairs.

Our review of the 14 cases found the aims of the landlord's repairs policy were not met in practice, 90% of our findings on repairs were upheld with nine findings of maladministration (including two findings of severe maladministration). Residents had to make multiple attempts to get repairs resolved, often over a prolonged period of time. While the landlord's policy sets out timescales depending on the severity of the issue, in practice these timescales were meaningless. From the 14 cases it is not clear how the landlord assigned categories of repair and considered resident vulnerability. Once the landlord began a repair there was also little checking of progress and resolution, leading to poor communication with the landlord believing repairs were resolved despite reports and evidence to the contrary. Repairs were often met with delay, and minor repairs were de-prioritised.

In two of the three findings where the repair required relates to a leak, it should have been treated as an emergency under the policy but the response did not follow that procedure.

This led to a collapse in trust between residents and the landlord. Some residents faced living for years in homes that required repair, making repeated attempts to get the landlord and its contractors to act decisively. In one case the resident made repeated disrepair claims for over 10 years.

Case Study – Repairs (202109631)

Miss M is a single mother to a young child, she began to complain to Birmingham City Council as the freeholder and landlord of her property in early February 2021. The landlord was responsible for repairs to the external part of the building which Miss M paid a service fee for. She complained following a leak outside her property.

The landlord raised various repair orders both routine and urgent but failed to complete the work needed to fix what it suspected was a burst underground pipe and blocked drain. It raised a further repair job at the end of April 2021 but the landlord's contractors did not complete the repairs and they were instead completed by Miss M's water supplier at a cost to her in June 2021.

Miss M had made the landlord aware of the impact the situation was having on her and her child, she reported over 25 litres of water being wasted every hour. She also reported having to walk through water to access her house every day not knowing if it contained raw sewage with a terrible smell starting inside her property. Most concerning was her report of damp and mould appearing inside the property and her child developing coughs and respiratory issues.

Miss M raised a formal complaint with the landlord in April 2021 which was escalated through its complaint's process. Miss M was assured at Stage 1 of the complaints process that the leak would be repaired. She was dissatisfied with the length of time it had taken the landlord to address the leak, the internal damage to her property, health impacts to her family and costs she had incurred. In its Stage 2 response the landlord responded to acknowledged it had failed to repair the leak despite attending on several occasions but advised Miss M she would need to claim for any internal damage to her property via her insurers.

Miss M raised a liability claim to the landlord who did agree to pay for the costs of the work carried out by her water supplier. The landlord offered an apology for the delay in repairing the leak but did not offer any compensation.

Our findings showed severe maladministration by the landlord taking into account the extent of the water leak and how long it was ongoing, the impact this was potentially having on the building and living conditions of the property. We found that they were incorrect not to offer compensation due to the time and trouble Miss M had invested in fixing the issue. We also found that as the leak had caused damage to the structure of the property, any cost for fixing the damage would fall under the landlords building insurance policy. Any internal damage that Miss M had to pay for or anything she had to pay towards her insurers excess should have been covered by the landlord due to the delay in the leak being fixed.

We ordered the landlord to pay Miss M £800 compensation for the distress and inconvenience of its handling of the repair and the handling of the complaint. In addition we ordered it to arrange for the internal damage to be repaired and to carry out a review of its handling of Miss M's repair and formal complaint to see what it can learn to prevent this being repeated.

Record keeping

Good record keeping provides landlords with firm foundations. With good record keeping comes certainty over who has done what, and when. If a resident complains a landlord can be certain in its actions and response. Without good record keeping a landlord cannot identify where things are going wrong and act quickly. It cannot identify themes and trends, and it cannot evidence its actions.

As a local authority, the landlord is also bound by the Freedom of Information Act 2000. This provides the public with access to information held by public authorities, ensuring local authority landlords are more open with residents.

Throughout the monitoring period the landlord's response to repair requests and complaints showed the impact of poor record keeping. The landlord has no framework in place for the record keeping it expects of its staff and contractors. This is a significant weakness in the landlord's approach and the cause of repeated service failure.

There are poor records of repairs and their progress meaning the landlord has limited information about what needs doing and then whether it has been done. This leads to delays in responding to repairs and then poor diagnosis of the issue meaning it is difficult for the landlord to address issues correctly the first time. The landlord's contractors often keep poor records of appointments or attend without an appointment giving residents little chance of being home to discuss the issue.

In one case a resident made repeated repair requests for over four years. The landlord told a resident its contractor had carried out repairs to the resident's satisfaction, despite the resident complaining about the delay in repairs and all evidence showing the repairs remained incomplete. The repairs remained incomplete by the time the resident came to the Ombudsman.

The landlord's inadequate record keeping inevitably leads to delays and incomplete responses to service requests, forcing residents to complain. The impact is then compounded as the lack of information makes any substantive complaint response difficult.

Case Study – Record Keeping (202109066)

Miss T is a leaseholder of a top floor flat with Birmingham City Council being the freeholder and landlord and therefore responsible for any repairs to the structure of the building.

In December 2020 the roof was damaged and water began to leak into Miss T's property causing damage internally, with damp and mould occurring as a result.

The landlord had not repaired the roof or made further contact with Miss T who then made a complaint in February 2021. The landlord responded to the complaint advising it would begin the work in March 2021.

However, Miss T notes that between December 2020 and February 2021 she had made approximately 20 telephone calls to the landlord. Noting that every time she called about the repair she had to explain herself and the situation to each person she spoke to. The landlord acknowledged within its internal notes that their system had changed and as a result was not keeping a record of her calls or requests.

As of May 2021 the work had not been carried out and Miss T contacted the landlord again to question the delay and progress the complaint. Due to the lack of records being kept, the landlord failed to class the repair as an emergency and had not provided necessary information to Miss T about a shed blocking its roof access, which further delayed the repair.

The lack of thorough record keeping and communication had led to a ten month delay in repairing the roof. It was unclear why there had been an initial delay carrying out the repair between December 2020 and February 2021 and why there was a delay informing Miss T about the need to remove a shed between February 2021 and May 2021. Due to the lack of records provided to explain these delays it would appear the landlord was not proactive, taking until August 2021 to remove the shed and begin work. By this time damage had occurred inside Miss T's property which the landlord was ordered to put right, including treating any damp and mould.

The Housing Ombudsman found the landlord's handling of the records were not as expected and recommended they carry out a review of their record keeping practices for repairs. Ensuring that detailed and accurate records are kept of any repair requests and appointments and that this information can be accessed by all staff.

The landlord were also ordered to provide a payment of £500 to recognise its poor complaint handling and the inconvenience due to poor communication.

Complaint handling

When a repair has not been resolved, and poor records kept over what has been done, this leads to complaints. Our Complaint Handling Code, launched in 2020, and revised in 2022, sets out good practice that allows landlords to respond to complaints effectively and fairly, supporting a positive complaint handling culture. Landlords are expected to self-assess their performance annually against the Code so it can identify any failings and act on them.

The landlord's complaints policy that was in effect during the monitoring period fails to comply with many of the requirements of the Code, meaning there is little chance of individual complaints being handled appropriately. The policy has a "pre-complaint" stage which attempts to resolve "informal" complaints without logging them. This is a serious failing as it delays access for residents to the formal procedure and the absence of clear records means the landlord is unable to respond effectively when the complaint does enter the formal process. The landlord also allows 15 working days for its stage 1 response when it should be 10 working days.

Since 2020 the landlord has only completed one self-assessment. The assessment identifies the areas which need improving but the landlord has failed to act on these or carry out subsequent self-assessments since. When asked in the self-assessment whether the Code had made a difference to the how the landlord responds to complaints, the landlord answered no.

The impact of not complying with the Code and acting on identified failings in its policy can be seen in the cases we monitored. We found maladministration for the way in which the landlord handled the complaint in 11 of the 14 cases – this is every case where complaint handling formed part of the investigation. This included:

- Delayed complaint responses
- Incomplete and inaccurate responses
- Missed opportunities to put things right early on in the complaint process
- Poor liaison with third party contractors, often taking a contractor response at face value rather than reviewing and challenging where necessary
- Failure to ensure third parties handle complaints in line with the complaints policy
- The same officer considering the complaint at stage 1 and stage 2 of the complaints procedure

The landlord continues to operate an informal complaint stage and 15 working days for stage one. In the last twelve months 2022 we have issued six complaint handling failure orders against the landlord for unreasonable delays in its complaint process.

Case Study – Complaint handling (202170243)

Ms M is the leaseholder of her property and Birmingham City Council is the freeholder and landlord. They are responsible for the communal water pipes servicing the building.

Ms M reported to the landlord about a leak into her property in March 2021 but little action was taken. The landlord's policy outlined that emergency repairs would be attended to within 2 hours, urgent repairs within one to seven days and routine repairs completed within 30 days.

As a result of a lack of action, Ms M raised a complaint in April 2021 again reporting the leak and where she thought it was coming from. The landlord did not respond within its own timescales of 15 days and instead provided a response to Ms M in June 2021. It apologised and explained scaffolding was needed and would be erected later that month with work beginning shortly after.

Ms M escalated her complaint due to the lack of continued action from the landlord. While it had carried out initial checks and erected the scaffolding it had not found the issue and reported it was a drainage issue rather than an issue impacting the roof. At this point Ms M was unhappy that the landlord had left her with an uncontained leak in her property since March 2021. Ms M continued to complain and the source of the leak was identified and corrected in September 2021, this completed repair was well outside of the 30 days listed for routine repairs in the landlord's policy.

We found that as the leak was uncontrollable, the landlord should have made every attempt to repair the leak as soon as possible with the expectation that it would provide full communication with Ms M throughout. We found that after raising the complaint, the landlord carried out minor repairs which did not fix the leak. However, at this point it closed Ms M's complaint and she had to begin the complaint again, this time seeking the help of her local MP.

A closer look at the landlord's complaint policy outlines that initial responses will be sent within 15 working days with any escalated stage 2 complaints expecting a response within 20 working days. The policy also confirms that two separate people will respond to each complaint stage to ensure non bias. This did not happen with Ms M's complaint, she experienced long delays receiving her complaint responses and both were handled by the same member of staff. There was no evidence provided to explain why there was a delay in the complaint handling, with no apology or acknowledgement of the delay in the complaint response.

We determined that the landlord's complaint handling on this case was poor, they failed to demonstrate adequate investigation. The landlord did not take the opportunity of the formal complaints process to fully investigate the reports, formally confirm its position, and adequately redress any identified service failings. It has also not demonstrated compliance with the Ombudsman's Complaint Handling Code. We ordered the landlord to provide £400 in compensation, £150 of which related directly to the poor complaint handling. We also recommended that staff were trained on complaint handling to ensure the correct processes are followed.

Compensation

When a resident complains and something has gone wrong we expect the landlord to put it right and remedy any impact on the resident. Our Complaint Handling Code says any remedy must reflect the level of detriment caused to the resident as a result of what has gone wrong, considering factors such as:

- length of time that a situation has been ongoing
- frequency with which something has occurred
- severity of any service failure or omission
- number of different failures
- cumulative impact on the resident
- resident's particular circumstances or vulnerabilities.

Where a resident has a legal entitlement to redress, the landlord should still offer a resolution where possible.

The landlord's complaints policy makes no reference to how it will put things right following a complaint. In addition to its complaints policy, the landlord has a self-contained compensation claims policy with its own appeal and re-appeal stages. At the time of the monitoring period the policy did not allow for compensation to be paid for distress, inconvenience, time and trouble. It also said it could not make payments where the landlord decided there was no liability, which is entirely false. Once completed the policy said a resident cannot pursue compensation or a complaint against the landlord. If any claim for personal injury is likely to be over £750 the landlord will refer the claim to its insurers.

The landlord should be able to remedy any unfairness through its complaint process. A resident should not have to go through any other processes. The landlord's approach of operating both a complaints and compensation policy leads to confusion and delay in putting things right and makes residents go through two processes when they should only have to use one. While the compensation policy itself meant residents could never achieve an appropriate remedy when the landlord got something wrong.

In the cases we monitored residents were often refused a rightful remedy and were signposted to the compensation policy or insurers when the issue should have been resolved through the complaints process. The landlord:

- refused to remedy distress and inconvenience from property damage
- advised residents to claim on their own insurance
- refused to remedy property damage due to negligence identified through the complaints process.

In one case the landlord initially refused to pay a financial remedy direct to the resident, instead wishing to offset it against rent arrears. The Ombudsman's guidance on remedies is clear that compensation awarded by this Service should not be offset against arrears. Such an approach only exacerbated the landlord's adversarial approach to repairs, complaint handling and paying compensation when something has gone wrong.

While the landlord has improved its complaints policy following orders from the Ombudsman, its approach still falls short of a fair and effective approach to compensation, placing the onus on the resident to 'claim' compensation when it should be routinely considered by the landlord where there has been a service failure.

Case Study – Compensation (202106521)

Mr M is a resident of a property owned and managed by Birmingham City Council (the landlord) and lives with his vulnerable wife and daughter.

The landlord's records show that Mr M reported issues with damp and mould in his property 14 times between 2010 and 2021 with all repair reports showing as completed. The notes from the repairs show that Mr M was concerned about the impact to his families health as far back as 2010 and noted that just painting over the mould was not removing it.

In September 2020 a new housing officer visited the property and arranged a landlord inspection who raised a repair job for extensive mould due to structural disrepair. The landlord's notes show that all repairs were completed in October 2020 but Mr M was reporting outstanding work in the following months.

The following month saw Mr M raising a compensation claim of £6,093.37 against the landlord for damages to his property as a result of the damp and mould. It also included the impact to the families health who were reporting breathing, eye and throat issues. The landlord acknowledged the claim on 24 November 2020 and promised a reply within 15 working days.

The landlord did not provide a response to the claim until 16 July 2021 despite Mr M asking for updates six times and him approaching the Housing Ombudsman who asked the landlord twice for a complaint response. This was well outside of the promised timescales set by the landlord. The landlord said the compensation claim was being investigated by its insurers due to the level of the claim. Some time after it made a good will payment of £500.

The Housing Ombudsman found severe maladministration around the landlord's handling of the damp and mould and Mr M's request for compensation. We also found maladministration in the landlords handling of the complaint, failure to inspect the property sooner and not keeping him updated throughout.

The landlord was ordered to pay an additional £2,050 to Mr M in acknowledgement of the above. It was also ordered to progress with the compensation claim, inspect the property and provide a full schedule of any works needed.

Governance and learning

Effective learning from complaints is a core element of effective governance. Those at the very top of an organisation should have sight of the learning from complaints. Without appropriate arrangements in place to facilitate learning, as with poor record keeping, the landlord has little idea what the problems are and what it needs to do to put things right.

Unfortunately, there was limited evidence of learning from complaints and suitable governance in the cases we monitored, with the same issues repeated. Until residents complained to the Ombudsman, policies and procedures remained unchanged, the impact on residents was compounded, with no systems in place to channel the learning from complaints into service improvement.

There are extensive and reoccurring service failures that the landlord has to understand and address. Embedding change across a large organisation will be challenging. In particular this requires effective communication across different departments and with third parties, including external contractors.

It is also critical for the landlord to be able to sustain and embed change during period of organisational and staffing change.

Strong and effective leadership and governance is required to oversee service improvement. The Ombudsman has serious concerns about the adequacy of the landlord's plans to deliver this successfully.

Compliance

In the 14 cases we monitored we ordered the landlord to pay over £7500 in compensation to residents. We also ordered reimbursement of costs and repairs to be carried out to remedy the impact on residents. More significantly we made several orders and recommendations to try and prevent the same problems happening again.

Repair handling

Following a senior management review the landlord's contractor acknowledged improvements were needed in its response to repairs and communication. The landlord implemented an improvement action plan including:

- Further staff training
- Contractor presence at service delivery meetings
- Site visits by landlord staff where contractors version of events contradicts residents.

Complaint handling

The Landlord carried out an internal review of complaint handling resulting in:

- Complaint handling presence at service delivery meetings
- Changes to its compensation policy and ability for complaint handlers to award up to £250 without approval.
- Creation of a central complaints team with the aim of responding to complaints within 10 working days at stage 1
- A quality audit check of a proportion of complaint responses
- Workshops and training for complaint handlers.

Record keeping

We recommended the landlord review:

- Its record keeping processes to ensure that it has adequate records of repairs and communication
- Why it could not provide appropriate repair records to the Ombudsman.

Compensation policy

Since the monitoring period the landlord has drafted a separate compensation policy dealing with housing. The proposed wording allows compensation for distress, inconvenience, time and trouble. It also no longer says it is illegal to make payments where there is no liability.

However, we still have concerns with the wording of the new policy. In particular:

- There is no provision for routinely paying compensation as redress when service failure has been identified as part of the landlord's internal complaints process.
- Before making any decision on a claim for compensation every decision maker must consider the question of liability i.e. compensation payments will only be made when there is liability.
- The landlord will only consider paying compensation where compensation has been claimed or requested.

Engagement with Birmingham City Council

Since the start of the monitoring period the landlord has engaged with the Ombudsman. The landlord accepts it has got things wrong and there is a need to improve. The landlord says it has already taken steps toward this by acting on orders from the Ombudsman.

Since the monitoring period and orders made the landlord has commissioned an independent report into its complaint handling. The report focuses on the 14 cases identified in this report, complaint handling trends and learning. The report was completed in November 2022. It acknowledged the progress already made since the monitoring period and recommended:

- Expanded root cause analysis of issues with service areas
- Dedicated service improvement action plans
- Lead contacts for contractors
- Further work to address quality and timeliness of complaint responses
- Further work to identify the underlying cause of complaints as part of business as usual.

The landlord is currently developing an action plan based on the findings.

Conclusions

The weakness in policies, repeated failings and common points of service failure, has led the Ombudsman to conclude its findings are indicative of wider failure in repairs, record keeping, complaint handling and compensation. Whether wider service failures constitute a 'systemic failing' by a landlord is a matter for the Regulator of Social Housing to determine.

The failings identified cut across every aspect of a residents interaction with the landlord. From asking for a repair to receiving appropriate compensation when something has gone wrong the cases we have monitored show residents facing an uphill battle with the landlord. The landlord's inability to channel the learning from complaints and put in place appropriate governance and learning meant the same mistakes were repeated and there was little chance of service improvement.

The landlord has accepted responsibility and already taken steps to address the issues identified. The Ombudsman continues to see cases that show poor repair handling, record keeping and complaint handling. How the landlord responds to this report and its own independent review will demonstrate whether it is capable of fundamentally addressing these issues once and for all.

Recommendations

The landlord is developing an action plan based on its own independent review. It should incorporate the below recommendations into that work.

Within three months of this report, the landlord should publish and provide the Ombudsman with:

Repairs

1. An action plan of how it intends to act on the failings identified with its response to repairs. In particular, how it intends to:
 - Triage repair requests, accurately classifying them by severity and acting on requests within the period specified in its policy.
 - Monitor and review repair progress with its contractors to ensure residents do not have to make repeated requests for repairs.
 - Escalate problem and recurring repairs to someone of appropriate seniority.
 - Take a pro-active approach to repairs, making best use of void periods and intelligence to tackle problems before they arise.

Record keeping

2. A framework for its record keeping standards, including the standards expected of contractors acting on its behalf.
3. An action plan for how it intends to embed the use of the framework throughout the landlord and its contractors to ensure people have access to relevant information when needed. In particular, that its complaint handling staff have access to appropriate and relevant records when responding to complaints.
4. An action plan for cross departmental communication and information sharing to ensure a joined up coherent response to issues.

Complaint handling

5. An updated complaints policy that is compliant with the Complaint Handling Code. In particular outlining how the landlord will routinely consider and offer financial redress where failures have been identified.
6. A new self-assessment against the Code explaining the actions it intends to take to address areas of non-compliance.
7. Identify a lead member on its governing body who will be responsible for monitoring complaint handling performance. This should be communicated across the organisation (including contractors) and publicised to residents.
8. An action plan to ensure its governance receives the following:
 - regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance.
 - regular reviews of issues and trends arising from complaint handling; and

- an annual complaints performance report, for scrutiny and challenge which must include:
 - analysis of the organisation's complaint handling performance;
 - the annual self-assessment against the Complaint Handling Code;
 - the Ombudsman's annual report about the organisation's performance; and
 - any other relevant reports or publications produced by the relevant Ombudsman in relation to the work of the organisation.

Compensation

9. A new compensation policy which aligns with the approach to redress set out in the new complaints policy, addressing the concerns highlighted in this report to ensure it can remedy any injustice to a resident as a result of the landlord's failings without having to pursue a separate compensation claim.

Statement by Birmingham City Council

Birmingham City Council is the largest local authority social housing landlord in England with over 60,000 homes and carries out over 250,000 repairs per year.

Following the historical cases highlighted in the report, we have progressed in terms of improving the service for tenants and this will continue through our Transformation Programme and the new Housing Strategy.

The findings of a recent independent review and the recommendations made by the Housing Ombudsman in the Special Report have been incorporated into a detailed action plan which focusses on addressing process inefficiencies in its response to repairs, record keeping and complaint handling.

A new corporate complaints process was introduced in May 2021 which preceded the date of the cases included in the Paragraph 49 investigation. This included bringing in additional dedicated resources with the objective of delivering a consistently high standard of service, reducing delays and improving the quality of responses.

As a result of performance issues, we terminated a failing repairs contractor in March 2022. We are working with our Repairs Contractors to develop process improvements which will help mitigate against future service failure.

We welcome the opportunity to work with the Housing Ombudsman during the implementation of their recommendations and we are fully committed to delivering service improvements for the benefit of all Birmingham City Council tenants.

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BIRMINGHAM CITY COUNCIL

PUBLIC REPORT

Report to:	Audit Committee
Report of:	Assistant Director, Audit & Risk Management
Date of Meeting:	14 February 2023
Subject:	Risk Management Update
Wards Affected:	All

1. Purpose of Report

- 1.1 To update Members on the management of strategic risks and implementation of the Risk Management Framework.

2. Recommendation

Audit Committee Members:

- 2.1 Note the progress in implementing the Risk Management Framework and the assurance and oversight provided by the Council Leadership Team (CLT).
- 2.2 Review the strategic risks and assess whether further explanation / information is required from risk owners in order to satisfy itself that the Risk Management Framework has been consistently applied.

3. Risk Management Framework

- 3.1 The Risk Management Framework sets out the processes for identifying, categorising, monitoring, reporting and mitigating risk at all organisational levels.
- 3.2 The framework is implemented through a network of Directorate Risk Representatives. Risk representatives assist directorate management teams in producing and maintaining up-to-date risk registers and supporting action plans.
- 3.3 Strategic risks are reviewed and challenged through the Corporate Leadership Team.

4. Strategic Risk Register

4.1 The Strategic Risk Register is reviewed on a monthly basis by the nominated directorate risk representatives and independently reviewed and challenged by CLT.

4.2 Since September 2022, when the Strategic Risk Register was last reported to Committee, the following key changes have occurred:

- SR3.4 – Counter Terrorism / emergency planning restated as two separate risks:
 - SR3.4a - Business Continuity - Failure to maintain critical services; and
 - SR3.4b - Business Continuity - Failure to respond to emergency / terrorism.

Both risks being allocated a residual likelihood and impact rating of medium / significant.

- SR4.1 – Loss of personal / sensitive data, residual risk reduced from a likelihood and impact rating of significant / medium to medium / medium.
- SR4.3 – Cyber attacks, residual risk reduced from a likelihood and impact rating of high / high to medium / significant.
- SR7.4 – Commonwealth Games delivery, closed and deleted.

4.3 The revised strategic risks have been plotted on a heat map within Appendix A and are summarised within Appendix B. The profile of the strategic risks, against each 'PESTLE' category is given below:

Residual Risk Exposure	Severe	Material	Tolerable	Total
SR1 - Political				
SR2 - Economical	1	1		2
SR3 - Social	1	3		4
SR4 - Technological	1	1		2
SR5 – Legal	4		1	5
SR6 - Environmental	3	1		4
SR7 - Cross Cutting	1	5		6
totals	11	11	1	23

4.4 Risk SR5.1 Inadequate Property Portfolio (including Health & Safety and Working conditions) remains with a High / High residual likelihood and impact score

4.5 Assurance on the management of these risks has been provided, or is scheduled on the Committee's work programme, via the Cabinet Member Assurance Sessions.

4.6 Risks are assigned weightings according to the definitions set out in the Strategic Risk Management Framework as follows:

Measures of likelihood:

Description	Example Detail Description
High	Almost certain, is expected to occur in most circumstances. Greater than 80% chance.
Significant	Likely, will probably occur in most circumstances. 50% - 80% chance.
Medium	Possible, might occur at some time. 20% - 50% chance.
Low	Unlikely, but could occur at some time. Less than 20% chance.

Measures of impact:

Description	Example Detail Description
High	Critical impact on the achievement of objectives and overall performance. Critical opportunity to innovate/improve performance missed/wasted. Huge impact on costs and/or reputation. Very difficult to recover from and possibly requiring a long-term recovery period.
Significant	Major impact on costs and objectives. Substantial opportunity to innovate/improve performance missed/wasted. Serious impact on output and/or quality and reputation. Medium to long term effect and expensive to recover from.
Medium	Waste of time and resources. Good opportunity to innovate/improve performance missed/wasted. Moderate impact on operational efficiency, output and quality. Medium term effect which may be expensive to recover from.
Low	Minor loss, delay, inconvenience or interruption. Opportunity to innovate/make minor improvements to performance missed/wasted. Short to medium term effect.

4.7 The strategic risk register is reviewed on a monthly basis by CLT to ensure robust oversight and that appropriate action is being taken.

5. Directorate Risks

5.1 Each Directorate maintains their own risk registers. These Directorate risk registers contain the operational risks facing the Council and are managed at a local level.

5.2 The top operational risks are being captured as part of the ongoing corporate business planning process and will be subject to a similar level of scrutiny as Strategic Risks. This will include reporting all significant operational risks to the Audit Committee.

6. Role of the Audit Committee

6.1 Members have a key role within the risk management and internal control processes.

6.2	<p>The Audit Committee terms of reference, sets out its responsibilities and in relation to risk management these are:</p> <ul style="list-style-type: none"> • providing independent assurance to the Council on the effectiveness of the risk management framework and the associated control environment; • whether there is an appropriate culture of risk management and related control throughout the Council; • to review and advise the Executive on the embedding and maintenance of an effective system of corporate governance including internal control and risk management; and • to give an assurance to the Council that there is a sufficient and systematic review of the corporate governance, internal control and risk management arrangements within the Council.
7.	Legal and Resource Implications
7.1	The work carried out is within approved budgets.
8.	Equality Impact Assessment Issues
8.1	Risk management forms an important part of the internal control framework within the Council.
8.2	The Council's risk management framework has been Equality Impact Assessed and was found to have no adverse impacts.
9.	Compliance Issues
9.1	Decisions are consistent with relevant Council Policies, Plans and Strategies.

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Risk Heat Map, Changes September – January 2023

Strategic Risk Map – January 2023				
Likelihood	High			
	Significant	SR3.3 Equality representation across the workforce	SR7.6 Supply Chain Disruption	SR6.1 BCC to be net zero carbon SR6.2 aspiration City to be net zero carbon SR6.3 Climate resilient SR7.2 Rising pressure of demand in adults and children's
	Medium	SR2.6 Future Financial Resilience SR3.7 Public Health interventions SR4.1 Loss of personal/sensitive data SR7.3 Workforce Performance	SR3.4a Business Continuity - Failure to maintain critical services SR3.4b Business Continuity - Failure to respond to emergency / terrorism SR4.3 Cyber attacks SR6.4 Ability to address air pollution SR7.5 CWG Legacy Realisation	SR2.2 Homelessness & housing shortage SR5.6 Safeguarding Children SR5.4 Meeting social care requirements SR5.5 View of BCC by regulators SR7.1 Service Improvement
	Low	SR5.2 Approach to equalities - legislative	SR3.6 Preventing crime agenda	
Key	Impact			
	Low	Medium	Significant	High
Severe	Immediate control improvement to be made to enable business goals to be met and service delivery maintained/improved.			
Material	Close monitoring to be carried out and cost effective control improvements sought to ensure service delivery is maintained			
Tolerable	Regular review, low cost control improvements sought if possible.			

Strategic Risk Register – Summary

<u>Risk No.</u>	<u>Risk</u>	<u>Risk Owner</u>	<u>Inherent Risk</u>	<u>Residual Risk</u>	<u>Target Risk</u>	<u>Direction of Travel</u>	<u>Action Status</u>				
							Red	Amber	Green	Not Rated	Total
SR2 Economic											
SR2.2	Homelessness and less affordable housing with rising housing requirements	Director – PPS & Director City Housing	Severe	Severe	Material	↔	0	6	1	0	7
SR2.6	Future Financial Resilience	Director Council Management	Severe	Material	Tolerable	↔	0	0	3	0	3
SR3 Social											
SR3.3	Equality representation	Director of People Services	Material	Material	Tolerable	↔	0	1	1	0	2
SR3.4a	Significant disruption to Council services (Business continuity) and failure to effectively maintain critical services	Chief Executive	Material	Material	Material	Restated	0	0	2	0	2
SR3.4b	Disruption to Council services (Business continuity) and failure to effectively manage and respond to emergency incidents, including acts of terrorism.	Chief Executive	Severe	Material	Material	Restated	0	1	0	0	1
SR3.6	Inability to effectively influence the preventing crime agenda	Director City Operations	Severe	Material	Tolerable	↔	0	2	3	0	5
SR3.7	Public Health approach to early interventions ineffective	Director of Public Health	Severe	Material	Tolerable	↔	0	4	0	0	4
SR4 Technological											
SR4.1	Loss of personal and sensitive data	Assistant Director for IT&D & CIO	Material	Material	Tolerable	↓	0	0	1	0	1
SR4.3	Risk of Cyber Attacks	Assistant Director for IT&D & CIO	Material	Material	Material	↓	0	0	3	0	3

Appendix B

<u>Risk No.</u>	<u>Risk</u>	<u>Risk Owner</u>	<u>Inherent Risk</u>	<u>Residual Risk</u>	<u>Target Risk</u>	<u>Direction of Travel</u>	<u>Action Status</u>					Total
							Red	Amber	Green	Not Rated		
SR5 Legal												
SR5.1	Inadequate Property Portfolio (including Health & Safety and Working conditions)	CLT / Directorate Leads / Managers / Employees	Severe	Severe	Material	↔	0	6	2	0	8	
SR5.2	Ineffective approach to Equalities	Director Strategy, Equality and Partnerships	Severe	Tolerable	Tolerable	↔	1	1	1	0	3	
SR5.4	Inability to fully meet social care requirements	Director of Children and Families	Severe	Severe	Tolerable	↔	0	2	0	0	2	
SR5.5	View of BCC by Regulators	Directors of Children and Families and Adult Social Care	Severe	Severe	Tolerable	↔	0	6	1	0	7	
SR5.6	Safeguarding Children	Directors of Children and Families	Severe	Severe	Tolerable	↔	0	1	3	0	4	
SR6 Environmental												
SR6.1	Birmingham City Council to be net zero carbon by 2030	Director of Planning, Transport & Sustainability	Severe	Severe	Material	↔	0	0	0	4	4	
SR6.2	Council aspiration for the City to be net zero carbon by 2030	Director of Planning, Transport & Sustainability	Severe	Severe	Material	↔	0	4	0	0	4	
SR6.3	A climate resilient and adapted Council and city	Director of Planning, Transport & Sustainability	Severe	Severe	Material	↔	0	5	2	0	7	
SR6.4	Ability to address air pollution	Director of Planning, Transport & Connectivity	Material	Material	Material	↔	0	0	3	0	3	
SR7 Cross Cutting												
SR7.1	Service Improvement	Director of Council Management	Severe	Material	Tolerable	↔	0	3	1	0	4	




Appendix B

<u>Risk No.</u>	<u>Risk</u>	<u>Risk Owner</u>	<u>Inherent Risk</u>	<u>Residual Risk</u>	<u>Target Risk</u>	<u>Direction of Travel</u>	<u>Action Status</u>				Total
							Red	Amber	Green	Not Rated	
SR7.2	Rising pressure of demand	Directors of Children and Families / Adult Social Care	Severe	Severe	Tolerable	↔	0	9	4	0	13
SR7.3B	Workforce Performance	Chief Executive	Material	Material	Tolerable	↔	0	0	8	0	8
SR7.5	Birmingham 2022 Commonwealth Games Legacy Realisation	Chief Executive	Material	Material	Tolerable	↔	1	2	2	0	5
SR7.6	Supply Chain Disruption	Director of Council Management	Severe	Material	Tolerable	↔	0	4	1	0	5

Residual Risk Direction of Travel Index	
↔	Risk Unchanged
↓	Risk Decreased
↑	Risk Increased

BIRMINGHAM CITY COUNCIL**AUDIT COMMITTEE****14 February 2023****SCHEDULE OF OUTSTANDING MINUTES**

Note: As of 30 September 2021 – Responses to outstanding actions to be made within a 2 month period unless there is an exceptional reason.

-  Completed & discharged
 Approaching 2 months
 2 months +

MINUTE NO./DATE	SUBJECT MATTER	COMMENTS
442 29/03/2022	<u>ADOPTION OF ACCOUNTING POLICES FOR 2021/22</u> (i) Members requested that Officers facilitate a future training session in relation to the valuation process associated with the Council's plant and property.	This training session will be arranged during the early stages of the 2022-23 municipal year. Briefing took place 24 November 2022 between 1700 – 1900 hours. Completed & discharged
513 18/10/2022	<u>ASSURANCE SESSION - CABINET MEMBER DIGITAL, CULTURE, HERITAGE & TOURISM PORTFOLIO</u> <u>Additional actions:</u> (ii) Agreed for a briefing note to be shared on the implementation of Oracle; including details on the final expenditure (i.e. additional expenditure; ongoing expenditure); start of the project figures; what actual spend was; how late was the delivery and the learnings from this process.	Sara Pitt (Awaiting response) <u>Update: 31/01/23 – Email sent to members by Sarah Dunlavy responding to around risks associated on the Oracle system</u>

MINUTE NO./DATE	SUBJECT MATTER	COMMENTS
	<p>(iii) Agreed for a briefing note to be shared on data breaches, security training and work undertaken to capture the 15% of the Council who had not undertaken this training.</p> <p>(iv) Agreed for a briefing note to be shared on the uptake of the annual training across the Council, non-compliance and risks associated with the roles of an elected member (in particular to Audit Committee).</p>	<p>Cheryl Doran Information circulated to Committee Members on 16/01/2023. Completed & discharged</p> <p>Janie Berry Information circulated to Committee Members on 22/11/2022. Completed & discharged</p>
529 22/11/2022	<p><u>ASSURANCE SESSION - CABINET MEMBER SOCIAL JUSTICE, COMMUNITY, SAFETY & EQUALITIES PORTFOLIO</u></p> <p><u>Additional actions:</u></p> <p>That the Audit Committee:</p> <p>(ii) Invited the Cabinet Member for Social Justice, Community, Safety & Equalities to the next meeting of the Committee in January.</p> <p>(iii) Agreed for officers to provide further details on the eligibility for the School meals during the holidays, details on the Ukraine Response Programme and the outstanding queries raised at the meeting.</p>	<p>Councillor Cotton, Darren Hockaday and Waqar Ahmed attending 31 January 2023 meeting. Completed & discharged</p> <p>Richard Brooks Director - Strategy, Equality & Partnerships to respond (Awaiting response)</p>