

Reference	Authority	Category	Decided	Decision
17019216	Bath and North East Somerset	Benefits & Tax	04 Apr 2018	26(6)(a) tribunal HB
18000427	Bath and North East Somerset	Education & Childrens Services	10 Apr 2018	Premature Decision - advice given
18000447	Bath and North East Somerset	Corporate & Other Services	10 Apr 2018	Premature Decision - advice given
18000722	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	16 Apr 2018	Premature Decision - referred to BinJ
17020462	Bath and North East Somerset	Planning & Development	17 Apr 2018	Not warranted by alleged injustice
17012093	Bath and North East Somerset Council	Benefits & Tax	24 Apr 2018	mal & inj - no further action, BinJ already remedied
18000298	Bath and North East Somerset	Planning & Development	24 Apr 2018	Other reason not to investigate
17014554	Bath and North East Somerset Council	Housing	25 Apr 2018	mal & inj - no further action, BinJ already remedied
18000129	Bath and North East Somerset Council	Planning & Development	25 Apr 2018	Not warranted by alleged mal/service failure
18001395	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	26 Apr 2018	Premature Decision - advice given
18001266	Bath and North East Somerset	Benefits & Tax	04 May 2018	Premature Decision - referred to BinJ
17016488	Bath and North East Somerset	Benefits & Tax	08 May 2018	26(6)(a) tribunal HB
18002125	Bath and North East Somerset	Planning & Development	18 May 2018	Premature Decision - advice given
18001764	Bath and North East Somerset	Education & Childrens Services	18 May 2018	Premature Decision - advice given
18002737	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	23 May 2018	Premature Decision - advice given
18001987	Bath and North East Somerset	Adult Care Services	05 Jun 2018	Premature Decision - referred to BinJ
18001659	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	11 Jun 2018	Not warranted by alleged mal/service failure
18000371	Bath and North East Somerset	Adult Care Services	21 Jun 2018	Premature, open new case if resubmitted
18002814	Bath and North East Somerset	Housing	25 Jun 2018	Premature Decision - referred to BinJ
18003128	Bath and North East Somerset	Education & Childrens Services	25 Jun 2018	Premature Decision - referred to BinJ
18004728	Bath and North East Somerset	Benefits & Tax	27 Jun 2018	Premature Decision - advice given
18004945	Bath and North East Somerset	Housing	02 Jul 2018	Premature Decision - advice given
18003530	Bath and North East Somerset	Corporate & Other Services	03 Jul 2018	Other Agency better placed
18000274	Bath and North East Somerset	Adult Care Services	12 Jul 2018	Not warranted by alleged injustice
18004453	Bath and North East Somerset	Education & Childrens Services	29 Aug 2018	Sch 5.1 court proceedings
18008475	Bath and North East Somerset	Highways & Transport	31 Aug 2018	Premature Decision - advice given
17007104	Bath and North East Somerset	Adult Care Services	07 Sep 2018	no mal

18009054	Bath and North East Somerset	Other	11 Sep 2018	Signpost - go to advice agency
17019086	Bath and North East Somerset	Adult Care Services	18 Sep 2018	no mal
18008861	Bath and North East Somerset	Highways & Transport	19 Oct 2018	26(6)(a) tribunal TPT/PATAS
18011260	Bath and North East Somerset Council	Education & Childrens Services	22 Oct 2018	Premature Decision - advice given
18007026	Bath and North East Somerset Council	Planning & Development	25 Oct 2018	no mal
16016129	Bath and North East Somerset Council	Education & Childrens Services	08 Nov 2018	Other agency better placed
18009613	Bath and North East Somerset Council	Benefits & Tax	13 Nov 2018	26(6)(a) tribunal HB
18012633	Bath and North East Somerset Council	Adult Care Services	16 Nov 2018	Premature Decision - advice given
18010107	Bath and North East Somerset Council	Highways & Transport	21 Nov 2018	Not warranted by alleged mal/service failure
18011216	Bath and North East Somerset Council	Corporate & Other Services	26 Nov 2018	Premature Decision - referred to BinJ
17013384	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	03 Dec 2018	mal & inj
18011236	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	04 Dec 2018	Not warranted by alleged injustice
18013820	Bath and North East Somerset Council	Highways & Transport	06 Dec 2018	Premature Decision - advice given
18014636	Bath and North East Somerset Council	Education & Childrens Services	21 Dec 2018	Premature Decision - advice given
18010427	Bath and North East Somerset Council	Housing	07 Jan 2019	Premature Decision - referred to BinJ
18007260	Bath and North East Somerset Council	Planning & Development	22 Jan 2019	no mal
18016021	Bath and North East Somerset Council	Education & Childrens Services	22 Jan 2019	Insufficient information to proceed and PA advised
18008721	Bath and North East Somerset Council	Environmental Services & Public Protection & Regulation	23 Jan 2019	no mal
18016627	Bath and North East Somerset Council	Education & Childrens Services	31 Jan 2019	Insufficient information to proceed and PA advised

18000216	Bath and North East Somerset Council	Corporate & Other Services	01 Feb 2019	Insufficient information to proceed and PA advised
18010512	Bath and North East Somerset Council	Planning & Development	28 Feb 2019	mal no inj
18015282	Bath and North East Somerset Council	Benefits & Tax	05 Mar 2019	Premature Decision - referred to BinJ
18014676	Bath and North East Somerset Council	Housing	07 Mar 2019	Premature Decision - referred to BinJ
18015635	Bath and North East Somerset Council	Planning & Development	11 Mar 2019	Premature Decision - referred to BinJ
17019388	Bath and North East Somerset Council	Highways & Transport	20 Mar 2019	mal & inj
17013961	Bath and North East Somerset Council	Adult Care Services	26 Mar 2019	no mal

Decision Reason	Remedy	Service improvement recommendations
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Closed after initial enquiries	Null	
Upheld	Null	
Closed after initial enquiries	Null	
Upheld	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Closed after initial enquiries	Null	
Closed after initial enquiries	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Not Upheld	Null	

Advice given	Null	
Not Upheld	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Not Upheld	Null	
Not Upheld	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Upheld	Apology,Financial redress: Avoidable distress/time and trouble,Provide information/advice,Procedure or policy change/review	Within one month of this decision the Council should put information about the community trigger on its website.Within three months of my final decision the Council should provide the Ombudsman with an action plan of how the Council will improve its investigation and response to complaints of statutory nuisance and anti-social behaviour.
Closed after initial enquiries	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Not Upheld	Null	
Incomplete/Invalid	Null	
Not Upheld	Null	
Incomplete/Invalid	Null	

Incomplete/Invalid	Null	
Upheld	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Referred back for local resolution	Null	
Upheld	Apology, Procedure or policy change/review, Training and guidance	<p>The Council has also agreed to:</p> <ul style="list-style-type: none"> • Initiate the statutory process for reviewing the Traffic Regulation Order (TRO) which governs the weight restrictions on the complainants' road, investigating the possibility of applying the 7.5-ton restriction northbound as well as southbound. • Write to the local Police and Crime Commissioner to make them aware of the problem and the impact it is having on local residents. It should provide a copy of its noise assessment and ask that the Commissioner considers taking action to resolve the situation. • Provide complaint handling training to those officers in the Highways and Traffic Service that deal with complaints, focusing on the need to follow the Council's complaint procedure. The training should highlight the importance of making a finding on the complaint (for example, whether it is upheld or otherwise) and telling complainants how they can escalate their concerns. • Remind the Highways and Traffic Service of the need to complete assessments in a timely manner, and check the accuracy of them.
Not Upheld	Null	