

**OMBUDSMAN COMPLAINTS – ONGOING November 2007 to January 2008**

<b>REFERENCE NUMBERS</b>	<b>DATE COMPLAINT RECEIVED</b>	<b>DATE OF RESPONSE TO OMBUDSMAN</b>	<b>DATE OMBUDSMAN VERDICT RECEIVED</b>	<b>COMPLAINT</b>	<b>VERDICT</b>	<b>SERVICE AREA - LESSONS LEARNT</b>
0607/ES767 [06/C/09347/CMD]	10 April 2007  22 May 2007	27 April 2006  23 May 2007 15 June 2007	<b>On-going</b>	That the Council failed to properly consider xx's amenity when granting permission to a development adjacent to her home.		<i>Planning</i>
0607/ES812 [06/C/11741/ST5]	23 March 2007  31 May 2007 & 13 August 2007	18 May 2007  13 August 2007	<b>8 November 2007</b>	That the Council acted unreasonably and unfairly in bringing forward date of the application for a new policy which precluded housing development in his area.	<b>Planning and Building Control – No or insufficient evidence of maladministration</b>  <b>To be deleted after Standards &amp; Ethics 27 February 2008</b>	<i>Planning</i>
0607/ES837 [06/C/05383/CMD]  0607/ES851 [06/C/07219/LGT] [06/C/07220/LGT]	18 October 2006   27 June 2007	15 November 2006  12 December 2006  11 July 2007	<b>On-going</b>	That the Council has not given proper consideration to the impact on residents of relocating Stratford Town FC		<i>Resources</i>
0607/ES000783 [06/C/12060/PPO]	18 May 2007  31 October 2007	12 June 2007  <b>7 November 2007</b>	<b>12 November 2007</b>	That the Council failed to restrict commercial use of site when granting planning permission.	<b>SDC to pay £300 compensation.</b>  <b>To be deleted after Standards &amp; Ethics</b>	<i>Planning</i> <b>This case highlighted the need to keep</b>

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				Failed to consider complaint into planning conditions and failed to enforce	<b>27 February 2008</b>	complaints updated on the progress of enforcement investigations. Officers have been reminded that this is our normal procedure. These procedures and practices will be reviewed when the newly appointed Planning Manager (Performance, Quality and Enforcement ) joins the Council in February 2008"
0708/ES000902 [07/C/02612/RJC] &	1 June 2007	<b>22 June 2007</b>	<b>9 November 2007</b>	That SDC introduced a Planning Moratorium in June	<b>Planning &amp; Building Control: Outside</b>	<i>Planning</i>

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07/C/05292/PP05				2007 after planning submission lodged.	<b>jurisdiction.</b> <b>Delete after Standards &amp; Ethics</b>	
0607/ES000821 [06/C/13110/cmh]	18 July 2007  19 October 2007	<b>9 September 2007</b> [following agreed extensions(s)]  <b>2 November 2007</b>	<b>On-going</b>	That the Council failed to address continuing use of premises although temporary planning consent had expired. Failure to enforce for nuisance caused arising from the workshop		
0607/ES000882 [07/C/10135/JDW]	6 November 2007	<b>6 December 2007</b>	<b>8 January 2008</b>	That the Council failed to process her planning application properly and did not respond to her correspondence and complaints	<b>Local Settlement</b> <b>Delete after Standards &amp; Ethics</b>	<i>Planning – Case officers sometimes have to balance the need to meet performance targets against providing good customer service. In this instance, too much weight was given to slavishly meeting performance targets, to the</i>

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						<i>detriment of customer service. The shortcomings in this case have been highlighted to case officers.</i>
0708/ES000941 [06/C/16652/JAR]	11 Sep 2007	<b>8 October 2007</b>	<b>On-going</b>	That the Council failed to follow correct procedure when it granted permission to WCC to erect a replacement footbridge over the nearby River Stour		<i>Planning</i>
0708/ES000927 [07/C/09728/RLB]	5 Nov 2007	<b>6 November 2007</b>	<b>8 January 2008</b>	That SDC did not take effective action to remedy breaches of planning control.	<b>Planning &amp; Building Control - No or insufficient indication of maladministration</b>  <b>Delete after Standards &amp; Ethics</b>	<i>Planning</i>