

**OMBUDSMAN COMPLAINTS – ONGOING January 2008 to April 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<br>[06/C/09347/CMD]                     | 10 April 2007<br><br>22 May 2007            | 27 April 2006<br><br>23 May 2007<br>15 June 2007  | <b>9 May 2008</b>                      | That the Council failed to properly consider X's amenity when granting permission to a development adjacent to her home.   | <b>Planning &amp; Building Control:<br/>No or insufficient evidence of maladministration</b> | <i>Planning</i>                      |
| 0607/ES837<br>[06/C/05383/CMD]                     | 18 October 2006                             | 15 November 2006<br><br>12 December 2006<br><br>11 July 2007                              | <b>04 April 2008</b>                   | That the Council has not given proper consideration to the impact on residents of relocating Stratford Town FC   | <b>Planning &amp; Building Control:<br/>No or insufficient evidence of maladministration</b> | <i>Planning</i>                      |
| 0607/ES851<br>[06/C/07219/LGT]<br>[06/C/07220/LGT] | 27 June 2007                                | 12 December 2006<br><br>11 July 2007  | <b>Ongoing</b>                         | That the Council has not given proper consideration to the impact on residents of relocating Stratford Town FC   | <b>Ongoing – awaiting response from LGO</b>  | <i>Resources</i>                     |
| 0607/ES000821<br>[06/C/13110/cmh]                  | 18 July 2007<br><br><br><br>19 October 2007 | <b>9 September 2007</b><br>[following agreed extensions(s)]<br><br><b>2 November 2007</b> | <b>12 March 2008</b>                   | That the Council failed to address continuing use of premises although temporary planning consent had expired.<br><br>Failure to enforce for nuisance caused arising from the workshop | <b>Planning &amp; Building Control:<br/>No or insufficient evidence of maladministration</b> | <i>Planning</i>                      |

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|-----------------------------------|--|---|---------------------------------|---|---|---|
| 0708/ES000941<br>[06/C/16652/JAR] | 11 Sep 2007<br><br>17 March 2008 & 22 April 2008 | <b>8 October 2007</b><br><br><b>24 April 2008</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 | <b>Ongoing</b>  | <i>Planning</i>                           |
| 0708/ES000970<br>[07/C/14287/NH]  | 25 January 2008                                  | 1 February and 3 February 2008                    |                                 | Failure to enforce  | <b>Premature Complaint</b>                                  | <i>Environment<br/>Community Services</i> |
| 0708/ES000973<br>[07/C/13381]     | 5 February 2008                                  | Not applicable                                    | 5 February 2008                 | That SDC failure to issue an enforcement notice   | <b>Planning and Building Control - Outside jurisdiction</b> | <i>Planning Services</i>                  |
| 0708/CS000978<br>[07/C/14513/JAR] | 13 February 2008                                 | Not applicable                                    | 13 February 2008                | Valuation of his property is different from his neighbours. Valuation Office responsibility, not SDC  | <b>Ombudsman's discretion</b>                               | <i>Revenues &amp; Housing</i>             |
| 0708/ES000983<br>[07/C/15589/NH]  | 10 March 2008                                    | 28 March 2008                                     | 7 March 2008                    | Determination of applications, incompetence of members of the APC, and failure to take enforcement action.  | <b>Premature Complaint</b>                                  | <i>Planning Services</i>                  |

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|-----------------------------------|-------------------------|-------------------------------|---------------------------------|--|----------------|-------------------------------|
| 0809/ES000991<br>[08/000/111/PPO] | 8 April 2008            | 29 April 2008                 | <b>On-going</b>                 | That SDC failed to notify on Planning Application; developers failed to comply with planning conditions; SDC did not respond to correspondence | <b>Ongoing</b> | <i>Planning Services</i>      |
| 0809/ES000993<br>[07/C/07229/JAR] | 17 March 2008           | 24 April 2008                 | <b>On-going</b>                 | That SDC failed to follow correct procedure when granting planning permission  | <b>Ongoing</b> | <i>Planning Services</i>      |