

<b>Reference</b>	<b>Authority</b>	<b>Category</b>	<b>Received</b>
19000306	Oadby & Wigston Borough Council	Corporate & Other Services	15 Apr 2019
19004104	Oadby & Wigston Borough Council	Planning & Development	12 Jun 2019
19009723	Oadby & Wigston Borough Council	Housing	11 Sep 2019
19010382	Oadby & Wigston Borough Council	Benefits & Tax	20 Sep 2019
19011136	Oadby & Wigston Borough Council	Environmental Services & Public Protection & Regulation	02 Oct 2019
19013892	Oadby & Wigston Borough Council	Planning & Development	14 Nov 2019
19017912	Oadby & Wigston Borough Council	Benefits & Tax	20 Feb 2020
19019305	Oadby & Wigston Borough Council	Housing	17 Feb 2020
19019937	Oadby & Wigston Borough Council	Environmental Services & Public Protection & Regulation	26 Feb 2020

Ref.	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
17017604	Oadby & Wigston Borough Council	Housing	01/05/19	Upheld	mal & inj	Apology	
18005370	Oadby & Wigston Borough Council	Housing	04/04/19	Upheld	mal & inj S30(1)	Apology, Financial redress: Avoidable distress/time and trouble, Training and guidance	We recommended the Council provide training to its housing staff to ensure they can identify when a homelessness application should be taken.
18016949	Oadby & Wigston Borough Council	Planning & Development	05/11/19	Not Upheld	no mal		
18018917	Oadby & Wigston Borough Council	Benefits & Tax	16/04/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19000306	Oadby & Wigston Borough Council	Corporate & Other Services	03/06/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19004104	Oadby & Wigston Borough Council	Planning & Development	28/10/19	Not Upheld	no mal		

19009723	Oadby & Wigston Borough Council	Housing	05/02/20	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision, Financial redress: Loss of service	
19010382	Oadby & Wigston Borough Council	Benefits & Tax	20/09/19	Referred back for local resolution	Premature Decision - advice given		
19011136	Oadby & Wigston Borough Council	Environmental Services & Public Protection & Regulation	03/12/19	Closed after initial enquiries	Not warranted by alleged injustice		
19019305	Oadby & Wigston Borough Council	Housing	17/02/20	Referred back for local resolution	Premature Decision - advice given		
19019937	Oadby & Wigston Borough Council	Environmental Services & Public Protection & Regulation	26/02/20	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
17017604	Oadby & Wigston Borough Council	Housing	01-May-19	Apology	03-Jun-19	01-May-19	Remedy complete and satisfied
18005370	Oadby & Wigston Borough Council	Housing	04-Apr-19	Apology Financial redress: Avoidable distress/time and trouble Training and guidance	12-Dec-19	18-Nov-19	Remedy completed late
19009723	Oadby & Wigston Borough Council	Housing	05-Feb-20	Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Financial redress: Loss of service	04-Mar-20	27-Feb-20	Remedy complete and satisfied