

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
18000078	Tameside Metropolitan Borough Council	Highways & Transport	04 Apr 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18000105	Tameside Metropolitan Borough Council	Education & Childrens Services	04 Apr 2018	Premature Decision - advice given	Referred back for local resolution	Null	
17019390	Tameside Metropolitan Borough Council	Planning & Development	05 Apr 2018	26(6)(b) appeal to Minister	Closed after initial enquiries	Null	
18000301	Tameside Metropolitan Borough Council	Benefits & Tax	06 Apr 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18000509	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	11 Apr 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18000662	Tameside Metropolitan Borough Council	Null	13 Apr 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18000813	Tameside Metropolitan Borough Council	Housing	16 Apr 2018	Premature Decision - advice given	Referred back for local resolution	Null	
17020472	Tameside Metropolitan Borough Council	Planning & Development	18 Apr 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
17020072	Tameside Metropolitan Borough Council	Adult Care Services	30 Apr 2018	Injustice remedied during BinJ complaint processes	Upheld	Null	
17014700	Tameside Metropolitan Borough Council	Planning & Development	01 May 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18001759	Tameside Metropolitan Borough Council	Highways & Transport	03 May 2018	Premature Decision - advice given	Referred back for local resolution	Null	
17018348	Tameside Metropolitan Borough Council	Planning & Development	04 May 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18001883	Tameside Metropolitan Borough Council	Education & Childrens Services	08 May 2018	Premature Decision - advice given	Referred back for local resolution	Null	
17011594	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	18 May 2018	mal no inj	Upheld	Null	
17012757	Tameside Metropolitan Borough Council	Adult Care Services	23 May 2018	mal & inj §30(1)	Upheld	Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review, Training and guidance	The Council has also agreed to undertake a number of service improvements. It is introducing a revised Safeguarding Adults Policy, and will provide updated training to relevant staff. It will also refresh staff understanding of how to handle safeguarding concerns. It will signpost care staff to the Care Quality Commission (CQC) guidance on seeking medical advice. As part of future contracts, it will require care homes to agree with residents' families the level of notification they would like about changes in their condition, and record this in the resident's care plan. It has undertaken training for adult social care staff on handling complaints. It will share this report with staff at Oakwood Care Centre, Oakwood Care Centre has also undertaken a number of service improvements. It has introduced a new 'Unexpected Death Policy and Procedure', and staff will be required to sign to confirm they have read it. It will discuss the contents of this report at its next team meeting. It has introduced new care plans, which clearly indicate whether resuscitation should be attempted. The manager and deputy manager are now 'safeguarding adult' managers. It will shortly review its notification process.
18003055	Tameside Metropolitan Borough Council	Benefits & Tax	29 May 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18001694	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	30 May 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18003266	Tameside Metropolitan Borough Council	Planning & Development	31 May 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18001970	Tameside Metropolitan Borough Council	Planning & Development	08 Jun 2018	Premature Decision - advised	Referred back for local resolution	Null	
18002066	Tameside Metropolitan Borough Council	Benefits & Tax	12 Jun 2018	Sch 5.1 court proceedings	Closed after initial enquiries	Null	
18002132	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	15 Jun 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
17010063	Tameside Metropolitan Borough Council	Housing	18 Jun 2018	no mal	Not Upheld	Null	
18004131	Tameside Metropolitan Borough Council	Housing	18 Jun 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18004182	Tameside Metropolitan Borough Council	Housing	18 Jun 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18005101	Tameside Metropolitan Borough Council	Education & Childrens Services	04 Jul 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18006023	Tameside Metropolitan Borough Council	Education & Childrens Services	18 Jul 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18004111	Tameside Metropolitan Borough Council	Highways & Transport	24 Jul 2018	26(6)(c) Court remedy	Closed after initial enquiries	Null	
18006396	Tameside Metropolitan Borough Council	Benefits & Tax	25 Jul 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18004449	Tameside Metropolitan Borough Council	Corporate & Other Services	26 Jul 2018	26(6)(a) tribunal ICO FOIA only	Closed after initial enquiries	Null	
17006787	Tameside Metropolitan Borough Council	Education & Childrens Services	30 Jul 2018	mal & inj	Upheld	Financial redress: Avoidable	
18005157	Tameside Metropolitan Borough Council	Adult Care Services	01 Aug 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18006926	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	01 Aug 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18006949	Tameside Metropolitan Borough Council	Benefits & Tax	02 Aug 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18007041	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	03 Aug 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18005304	Tameside Metropolitan Borough Council	Benefits & Tax	04 Aug 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
17019887	Tameside Metropolitan Borough Council	Highways & Transport	07 Aug 2018	no mal	Not Upheld	Null	
18007349	Tameside Metropolitan Borough Council	Education & Childrens Services	08 Aug 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18006492	Tameside Metropolitan Borough Council	Education & Childrens Services	14 Aug 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18005124	Tameside Metropolitan Borough Council	Adult Care Services	16 Aug 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
16015034	Tameside Metropolitan Borough Council	Adult Care Services	20 Aug 2018	mal & inj	Upheld	Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, New	The Council has identified others affected by the previous charging policy and repays any charges it has levied to others which were not in line with the law and guidance in force before 1 April 2015. Within three months of my final decision, the Council will ensure all those affected are repaid and inform me of the
17016974	Tameside Metropolitan Borough Council	Planning & Development	23 Aug 2018	no mal	Not Upheld	Null	
18004785	Tameside Metropolitan Borough Council	Education & Childrens Services	24 Aug 2018	no mal	Not Upheld	Null	
18008266	Tameside Metropolitan Borough Council	Null	28 Aug 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18008397	Tameside Metropolitan Borough Council	Education & Childrens Services	29 Aug 2018	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18007568	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	30 Aug 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18006848	Tameside Metropolitan Borough Council	Education & Childrens Services	13 Sep 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
17015618	Tameside Metropolitan Borough Council	Planning & Development	17 Sep 2018	Not warranted by alleged injustice	Closed after initial enquiries	Null	
18009336	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	17 Sep 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18007964	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	28 Sep 2018	26(6)(c) Court remedy	Closed after initial enquiries	Null	
18006901	Tameside Metropolitan Borough Council	Education & Childrens Services	02 Oct 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18008148	Tameside Metropolitan Borough Council	Education & Childrens Services	04 Oct 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18010957	Tameside Metropolitan Borough Council	Highways & Transport	17 Oct 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18007392	Tameside Metropolitan Borough Council	Adult Care Services	18 Oct 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18004541	Tameside Metropolitan Borough Council	Education & Childrens Services	19 Oct 2018	Sch 5.1 court proceedings	Closed after initial enquiries	Null	
18008847	Tameside Metropolitan Borough Council	Benefits & Tax	23 Oct 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	

18011557	Tameside Metropolitan Borough Council	Null	26 Oct 2018	Signpost - go to advice agency	Advice given	Null	
18011700	Tameside Metropolitan Borough Council	Adult Care Services	31 Oct 2018	Premature Decision - advice given	Referred back for local resolution	Null	
18011449	Tameside Metropolitan Borough Council	Adult Care Services	05 Nov 2018	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18006352	Tameside Metropolitan Borough Council	Education & Childrens Services	10 Nov 2018	mal & inj	Upheld	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	Within three months of the date of decision, the Council is to consider lessons learned from this complaint and whether there is more it could do to mitigate the possibility of the fault identified in this case (ie a lack of school appeal panel members leading to a delay in hearing appeals) arising in future.
18009399	Tameside Metropolitan Borough Council	Education & Childrens Services	10 Nov 2018	No worthwhile outcome achievable by investigation	Closed after initial enquiries	Null	
18000260	Tameside Metropolitan Borough Council	Adult Care Services	22 Nov 2018	mal & inj	Upheld	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review, Training and guidance	The Council will issue a written briefing to all its Adult Social Care staff stating disputes about care home fees should be directed to the Billing Team. This Team should place any debt relating to a dispute on hold whilst it investigates the concerns that were raised. If after an investigation the dispute cannot be resolved, the person raising it should be informed of their right to make a complaint about the matter. The Council will discuss the outcome of this complaint and the Ombudsman's final decision in an Adult Social Care team manager's meeting for learning purposes. The points raised should focus on the need to keep complainants updated of any delays, when and how discretion should be exercised if a complaint is late, and the need to carry out a full investigation if discretion is exercised.
17012483	Tameside Metropolitan Borough Council	Adult Care Services	30 Nov 2018	Not warranted by alleged mal/service failure	Closed after initial enquiries	Null	
18006350	Tameside Metropolitan Borough Council	Planning & Development	09 Jan 2019	mal & inj - no further action, BinJ already remedied	Upheld	Null	
18007685	Tameside Metropolitan Borough Council	Education & Childrens Services	15 Jan 2019	no mal	Not Upheld	Null	
18013695	Tameside Metropolitan Borough Council	Highways & Transport	18 Jan 2019	Other Agency better placed	Closed after initial enquiries	Null	
18013449	Tameside Metropolitan Borough Council	Benefits & Tax	22 Jan 2019	No worthwhile outcome achievable by investigation	Closed after initial enquiries	Null	
18000187	Tameside Metropolitan Borough Council	Benefits & Tax	25 Jan 2019	26(6)(c) Court remedy	Closed after initial enquiries	Null	
18015555	Tameside Metropolitan Borough Council	Highways & Transport	28 Jan 2019	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18010149	Tameside Metropolitan Borough Council	Education & Childrens Services	31 Jan 2019	mal & inj	Upheld	New appeal/review or reconsidered decision, Other Remedy	The Council has also agreed that its Children's Services Senior Leadership Team will discuss the findings of the Ombudsman's investigation at its next meeting, ensuring a senior manager from the Complaints Team is in attendance. Those present will establish why the handling of the complaint and the HCPC referral was delayed, and consider whether any measures should be put in place to prevent these faults from recurring. Within two weeks of the meeting, the Council will provide the Ombudsman with a record or minutes of the discussion and confirm whether it will take any action, providing reasons if it decides not to.
18016681	Tameside Metropolitan Borough Council	Education & Childrens Services	01 Feb 2019	Premature Decision - advice given	Referred back for local resolution	Null	
18014960	Tameside Metropolitan Borough Council	Corporate & Other Services	04 Feb 2019	Insufficient information to proceed and PA advised	Incomplete/Invalid	Null	
18009621	Tameside Metropolitan Borough Council	Adult Care Services	06 Feb 2019	Remedy agreed during investigation (no finding on mal: no public interest)	Upheld	New appeal/review or reconsidered decision	
18012005	Tameside Metropolitan Borough Council	Education & Childrens Services	07 Feb 2019	no mal	Not Upheld	Null	
18012006	Tameside Metropolitan Borough Council	Education & Childrens Services	07 Feb 2019	no mal	Not Upheld	Null	
18009819	Tameside Metropolitan Borough Council	Education & Childrens Services	12 Feb 2019	Other reason not to continue with investigation	Not Upheld	Null	
18015444	Tameside Metropolitan Borough Council	Highways & Transport	14 Feb 2019	Premature Decision - referred to BinJ	Referred back for local resolution	Null	
18017961	Tameside Metropolitan Borough Council	Benefits & Tax	25 Feb 2019	Premature Decision - advice given	Referred back for local resolution	Null	
18015971	Tameside Metropolitan Borough Council	Benefits & Tax	26 Feb 2019	26(6)(a) tribunal Other	Closed after initial enquiries	Null	
18015954	Tameside Metropolitan Borough Council	Education & Childrens Services	01 Mar 2019	Not warranted by alleged injustice	Closed after initial enquiries	Null	
17014772	Tameside Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	04 Mar 2019	mal & inj	Upheld	Apology, Financial redress: Avoidable distress/time and trouble	
18018995	Tameside Metropolitan Borough Council	Education & Childrens Services	13 Mar 2019	Premature Decision - advice given	Referred back for local resolution	Null	
18016570	Tameside Metropolitan Borough Council	Education & Childrens Services	19 Mar 2019	Sch 5.1 court proceedings	Closed after initial enquiries	Null	
18018279	Tameside Metropolitan Borough Council	Education & Childrens Services	19 Mar 2019	Premature Decision - referred to BinJ	Referred back for local resolution	Null	