

**APPENDIX 2A****LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS MONITORING**

<b>Name</b>	<b>Date Received 2003</b>	<b>Date Closed</b>	<b>Decision</b>	<b>Subject</b>	<b>Notes</b>
<b>Mr Bond</b>	<b>April</b>	<b>July</b>	<b>Not Pursued</b>	<b>Planning – 74 Undercliff Gardens</b>	
<b>Mr Hammond</b>	<b>May</b>	<b>August</b>	<b>Not Pursued</b>	<b>Property – Skate Board Park lease</b>	
<b>Mrs Palmer (3 complaints)</b>	<b>May</b>	<b>August</b>	<b>Not Pursued</b>	<b>Housing – nuisance and transfer</b>	
<b>Mr Raffan</b>	<b>May</b>	<b>June</b>	<b>Local Settlement (£450)</b>	<b>Housing Benefit</b>	
<b>Mrs Boxall</b>	<b>June</b>	<b>Sept</b>	<b>Local Settlement (£200)</b>	<b>Highways – cross-over</b>	
<b>Miss Durrant</b>	<b>June</b>	<b>Nov</b>	<b>Not Pursued</b>	<b>Planning Enforcement</b>	<b>Nothing – correct enforcement procedures followed. Unjustified complaint.</b>
<b>Mr Eacershall</b>	<b>June</b>	<b>Nov</b>	<b>Not Pursued</b>	<b>Council Tax</b>	<b>Nothing – correct system applied</b>
<b>Mr Williams</b>	<b>June</b>	<b>Oct</b>	<b>Not Pursued</b>	<b>Eviction from homeless accommodation and Housing Benefit</b>	
<b>Mr Wipperman (Zahire)</b>	<b>June</b>	<b>Nov</b>	<b>Not Pursued</b>	<b>Development Control – Racism</b>	<b>Nothing – correct procedures followed. Unjustified complaint.</b>
<b>Miss K Spencer (AR)</b>	<b>July</b>	<b>Sept</b>	<b>Not Pursued</b>	<b>Education – Admission</b>	<b>Education Department to remind schools to check their individual prospectuses for accuracy. DELL has already written to Shoebury High School re this case.</b>
<b>Ms Thompson</b>	<b>Oct</b>	<b>Nov</b>	<b>Not Pursued</b>	<b>Leisure – Warrior Pool</b>	<b>Nothing – correct procedures followed.</b>
<b>Mr Bridge</b>	<b>Oct</b>	<b>2004 Jan</b>	<b>Local Settlement (£250)</b>	<b>Planning – Development Control</b>	<b>Definition of “habitable room” in A.96 of the BLP to be considered as part of the review of the BLP and Ombudsman notified of result.</b>

<b>Mr Cook</b>	<b>Nov</b>	<b>Jan</b>	<b>Not Pursued</b>	<b>Housing Benefit</b>	<b>Nothing – correct procedures followed.</b>
<b>Mr Windle (SD)</b>	<b>Nov</b>			<b>Education Admission</b>	
<b>Ms Jeffcott (on behalf of Mr Bartlett)</b>	<b>2004 Jan</b>			<b>Housing Benefit</b>	
<b>Karen Hardman (ASW)</b>	<b>Feb</b>	<b>April</b>	<b>Not Pursued</b>	<b>Housing Transfer</b>	
<b>Mr Sales (ASW)</b>	<b>Feb</b>	<b>April</b>	<b>Not Pursued</b>	<b>Parking in Park Avenue</b>	<b>Nothing – correct procedures followed</b>
<b>Val Cook</b>	<b>Mar</b>	<b>July</b>	<b>Not Pursued</b>	<b>Social Services – Assessment of Needs</b>	<b>Nothing – correct procedures followed</b>