

**Appendix B - Ombudsman Annual Letter 2019/20 - Statistics**

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
18012640	West Devon Borough Council	Housing	15/05/19	Not Upheld	No maladministration		
18015854	West Devon Borough Council	Planning & Development	04/02/20	Upheld	Maladministration and Injustice	Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review,Provide services	The Council should:a) complete a review of how this case was handled, assessing how it could have acted differently to use its enforcement powers to greater effect.
18019737	West Devon Borough Council	Environmental Services & Public Protection & Regulation	22/10/19	Not Upheld	No Maladministration		
19002501	West Devon Borough Council	Highways & Transport	20/06/19	Closed after initial enquiries	S26(1) Not an admin function of authority		
19004891	West Devon Borough Council	Environmental Services & Public Protection & Regulation	05/08/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19008086	West Devon Borough Council	Planning & Development	23/03/20	Not Upheld	No maladministration		
19009272	West Devon Borough Council	Benefits & Tax	24/10/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19016827	West Devon Borough Council	Benefits & Tax	10/03/20	Closed after initial enquiries	Not warranted by alleged injustice		