

Reference	Authority	Category	Received
18014802	Watford Borough Council	Planning & Development	29 Apr 2019
18017040	Watford Borough Council	Benefits & Tax	23 Aug 2019
18018011	Watford Borough Council	Highways & Transport	14 May 2019
18018631	Watford Borough Council	Corporate & Other Services	16 May 2019
18018668	Watford Borough Council	Housing	14 May 2019
19010136	Watford Borough Council	Benefits & Tax	27 Nov 2019
18019334	Watford Borough Council	Housing	09 Apr 2019
19000529	Watford Borough Council	Benefits & Tax	09 Apr 2019
19000586	Watford Borough Council	Housing	10 Apr 2019
19001116	Watford Borough Council	Housing	23 Apr 2019
19001510	Watford Borough Council	Housing	29 Apr 2019
19001547	Watford Borough Council	Benefits & Tax	30 Apr 2019
19001753	Watford Borough Council	Housing	13 May 2019
19001751	Watford Borough Council	Housing	02 May 2019
19003047	Watford Borough Council	Highways & Transport	28 May 2019
19003659	Watford Borough Council	Housing	06 Jun 2019
19004215	Watford Borough Council	Environmental Services & Public Protection & Regulation	14 Jun 2019
19005824	Watford Borough Council	Planning & Development	08 Jul 2019
19008279	Watford Borough Council	Environmental Services & Public Protection & Regulation	16 Aug 2019
19009831	Watford Borough Council	Housing	12 Sep 2019
19010835	Watford Borough Council	Environmental Services & Public Protection & Regulation	27 Sep 2019
19012626	Watford Borough Council	Highways & Transport	25 Oct 2019
19015615	Watford Borough Council	Housing	12 Dec 2019
19017050	Watford Borough Council	Planning & Development	19 Feb 2020
19017330	Watford Borough Council	Housing	17 Jan 2020
19017473	Watford Borough Council	Planning & Development	20 Jan 2020
19018149	Watford Borough Council	Highways & Transport	29 Jan 2020
19018781	Watford Borough Council	Environmental Services & Public Protection & Regulation	10 Feb 2020
19020175	Watford Borough Council	Housing	02 Mar 2020

Reference	Authority	Category	Decided	Decision	Decison Reason	Remedy	Service improvement recommendations
17015632	Watford Borough Council	Housing	22/07/19	Not Upheld	no mal		
18010705	Watford Borough Council	Planning & Development	29/04/19	Upheld	mal & inj	Apology	
18013129	Watford Borough Council	Planning & Development	13/05/19	Upheld	mal & inj	Apology	
18014802	Watford Borough Council	Planning & Development	21/11/19	Not Upheld	no mal		
18018011	Watford Borough Council	Highways & Transport	05/12/19	Upheld	Remedy agreed during investigation (no finding on mal: no public interest)	Provide services	
18018093	Watford Borough Council	Benefits & Tax	18/04/19	Closed after initial	26(6)(a) tribunal Other		
18018631	Watford Borough Council	Corporate & Other Services	02/07/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
18018668	Watford Borough Council	Housing	06/12/19	Not Upheld	no mal		
19010136	Watford Borough Council	Benefits & Tax	23/01/20	Closed after initial enquiries	Not warranted by alleged injustice		
18019334	Watford Borough Council	Housing	29/05/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19000529	Watford Borough Council	Benefits & Tax	29/05/19	Closed after initial enquiries	26(6)(a) tribunal Other		
19000586	Watford Borough Council	Housing	10/04/19	Referred back for local resolution	Premature Decision - advice given		
19001116	Watford Borough Council	Housing	23/04/19	Referred back for local resolution	Premature Decision - advice given		
19001510	Watford Borough Council	Housing	19/06/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19001547	Watford Borough Council	Benefits & Tax	03/06/19	Upheld	Injustice remedied during BinJ complaint processes		
19001753	Watford Borough Council	Housing	13/06/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19001751	Watford Borough Council	Housing	02/05/19	Referred back for local resolution	Premature Decision - advice given		
19003047	Watford Borough Council	Highways & Transport	16/07/19	Closed after initial enquiries	26(6)(c) Court remedy		
19003659	Watford Borough Council	Housing	06/06/19	Referred back for local resolution	Premature Decision - advice given		
19004215	Watford Borough Council	Environmental Services & Public Protection & Regulation	08/08/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		

19005824	Watford Borough Council	Planning & Development	13/01/20	Upheld	mal & inj - no further action, BinJ already remedied		
19008279	Watford Borough Council	Environmental Services & Public Protection & Regulation	16/08/19	Referred back for local resolution	Premature Decision - advice given		
19009831	Watford Borough Council	Housing	07/11/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19010835	Watford Borough Council	Environmental Services & Public Protection & Regulation	04/03/20	Not Upheld	no mal		
19012626	Watford Borough Council	Highways & Transport	27/11/19	Closed after initial enquiries	26(6)(c) Court remedy		
19017330	Watford Borough Council	Housing	17/01/20	Referred back for local resolution	Premature Decision - referred to BinJ		
19017473	Watford Borough Council	Planning & Development	11/03/20	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19018149	Watford Borough Council	Highways & Transport	05/03/20	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
19018781	Watford Borough Council	Environmental Services & Public Protection & Regulation	10/02/20	Referred back for local resolution	Premature Decision - advice given		
19020175	Watford Borough Council	Housing	18/03/20	Closed after initial enquiries	S26(1) Not an admin function of authority		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18010705	Watford Borough Council	Planning & Development	30-Apr-19	Apology	28-May-19	10-May-19	Remedy complete and satisfied
18013129	Watford Borough Council	Planning & Development	13-May-19	Apology	28-May-19	23-May-19	Remedy complete and satisfied