

**Received**

| <b>Reference</b> | <b>Authority</b>        | <b>Category</b>   | <b>Received</b> |
|------------------|-------------------------|---|-----------------|
| 20000876         | Watford Borough Council | Planning & Development                                  | 02 Jul 2020     |
| 20001118         | Watford Borough Council | Highways & Transport                                    | 07 Jul 2020     |
| 20003478         | Watford Borough Council | Environmental Services & Public Protection & Regulation | 17 Aug 2020     |
| 20003676         | Watford Borough Council | Environmental Services & Public Protection & Regulation | 21 Aug 2020     |
| 20008431         | Watford Borough Council | Highways & Transport                                    | 23 Nov 2020     |
| 20008441         | Watford Borough Council | Highways & Transport                                    | 24 Nov 2020     |
| 20008448         | Watford Borough Council | Highways & Transport                                    | 24 Nov 2020     |
| 20008601         | Watford Borough Council | Highways & Transport                                    | 26 Nov 2020     |
| 20008602         | Watford Borough Council | Highways & Transport                                    | 26 Nov 2020     |
| 20008603         | Watford Borough Council | Highways & Transport                                    | 26 Nov 2020     |
| 20008644         | Watford Borough Council | Highways & Transport                                    | 27 Nov 2020     |
| 20008900         | Watford Borough Council | Highways & Transport                                    | 03 Dec 2020     |
| 20010040         | Watford Borough Council | Corporate & Other Services                              | 06 Jan 2021     |
| 20010248         | Watford Borough Council | Benefits & Tax  | 15 Jan 2021     |
| 20008429         | Watford Borough Council | Highways & Transport                                    | 12 Jan 2021     |
| 20011206         | Watford Borough Council | Planning & Development                                  | 26 Jan 2021     |
| 20011957         | Watford Borough Council | Housing   | 09 Feb 2021     |
| 20014545         | Watford Borough Council | Corporate & Other Services                              | 31 Mar 2021     |

**Decided**

| Reference | Authority  | Category       | Decided     | Decision | Reason &   | Service improvement recommendations  |
|-----------|------------|----------------|-------------|----------|--|--|
| 18017040  | Watford BC | Benefits & Tax | 07 Aug 2020 | Upheld   | mal & inj<br>Apology, Financial<br>redress: Avoidable<br>distress/time and<br>trouble  |  |
| 19015615  | Watford BC | Housing        | 14 Dec 2020 | Upheld   | mal & inj<br>Apology, Procedure<br>or policy<br>change/review, Financial<br>redress:<br>Avoidable<br>distress/time and<br>trouble, Provide<br>services | The Council has ended the practice of choosing who it treats as the 'lead applicant' for purposes of homeless legislation It will now treat couples as joint applicants for homeless purposes, meaning both will keep the same priority date in the event they separate. It has also ended the practice of automatically placing homeless couples on its housing register and treating one as the 'lead applicant' to the potential disadvantage of the other in the event of separation. Applicants now have control over how their applications are registered. The Council has agreed in future to make case specific decisions on whether children aged 18 or over in a household are non-dependent. This will take account of their education status and any evidence of financial, emotional or other dependence needs. It will also make case specific decisions on whether to change a priority date for re-housing if a homeless applicant is absent from temporary accommodation. The Council was found to have previously fettered its discretion by its policies being too prescriptive in these areas. It has committed to amending its Nomination Policy before the end of 2021 to reflect this change of approach as part of a wider review of that policy. |

| Reference | Authority  | Category  | Decided     | Decision                           | Reason &   | Service improvement recommendations |
|-----------|------------|---|-------------|------------------------------------|--|-------------------------------------|
| 19017050  | Watford BC | Planning & Development                                  | 26 Aug 2020 | Upheld                             | mal no inj   |                                     |
| 20000876  | Watford BC | Planning & Development                                  | 27 Jul 2020 | Closed after initial enquiries     | Not warranted by alleged injustice                 |                                     |
| 20001118  | Watford BC | Highways & Transport                                    | 22 Jul 2020 | Closed after initial enquiries     | Not warranted by alleged mal/service failure       |                                     |
| 20003478  | Watford BC | Environmental Services & Public Protection & Regulation | 17 Aug 2020 | Incomplete/Invalid                 | Insufficient information to proceed and PA advised |                                     |
| 20003676  | Watford BC | Environmental Services & Public Protection & Regulation | 21 Aug 2020 | Referred back for local resolution | Premature Decision - advice given                  |                                     |
| 20008431  | Watford BC | Highways & Transport                                    | 23 Nov 2020 | Referred back for local resolution | Premature Decision - advice given                  |                                     |
| 20008441  | Watford BC | Highways & Transport                                    | 04 Feb 2021 | Closed after initial enquiries     | At request of complainant                          |                                     |
| 20008448  | Watford BC | Highways & Transport                                    | 04 Feb 2021 | Closed after initial enquiries     | At request of complainant                          |                                     |
| 20008601  | Watford BC | Highways & Transport                                    | 26 Nov 2020 | Referred back for local resolution | Premature Decision - advice given                  |                                     |
| 20008602  | Watford BC | Highways & Transport                                    | 04 Feb 2021 | Closed after initial enquiries     | At request of complainant                          |                                     |

| Reference | Authority  | Category                   | Decided     | Decision                           | Reason &                              | Service improvement recommendations |
|-----------|------------|----------------------------|-------------|------------------------------------|---------------------------------------|-------------------------------------|
| 20008603  | Watford BC | Highways & Transport       | 26 Nov 2020 | Referred back for local resolution | Premature Decision - advice given     |                                     |
| 20008644  | Watford BC | Highways & Transport       | 27 Nov 2020 | Referred back for local resolution | Premature Decision - advice given     |                                     |
| 20008900  | Watford BC | Highways & Transport       | 04 Feb 2021 | Closed after initial enquiries     | At request of complainant             |                                     |
| 20010040  | Watford BC | Corporate & Other Services | 28 Jan 2021 | Referred back for local resolution | Premature Decision - referred to BinJ |                                     |
| 20010248  | Watford BC | Benefits & Tax             | 24 Feb 2021 | Closed after initial enquiries     | 26(6)(a) tribunal<br>Other            |                                     |

**Compliance**

| <b>Reference</b> | <b>Authority</b> | <b>Category</b> | <b>Decided</b> | <b>Remedy</b>  | <b>Satisfaction with Compliance</b> |
|------------------|------------------|-----------------|----------------|--|-------------------------------------|
| 18017040         | Watford BC       | Benefits & Tax  | 07-Aug-20      | Apology<br>Financial redress:  | Remedy complete and satisfied       |
| 19015615         | Watford BC       | Housing         | 14-Dec-20      | Apology<br>Procedure or policy change/review<br>Financial redress: Provide services<br>Avoidable distress/time and trouble | Remedy complete and satisfied       |