

20 July 2017

By email

Jan Britton
Chief Executive
Sandwell Metropolitan Borough Council

Dear Jan Britton,

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I am happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely



Michael King
Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England

Local Authority Report: Sandwell Metropolitan Borough Council
For the Period Ending: 31/03/2017

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
19	17	7	21	12	2	19	5	1	103

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations		Total
				Not Upheld	Upheld	
7	5	53	21	7	11	104
Notes Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.				Complaints Remedied		
				by LGO	Satisfactorily by Authority before LGO Involvement	9

Reference	Authority	Category	Received
1	14014549 Sandwell Metropolitan Borough Council	Housing	08-Apr-16
2	15008544 Sandwell Metropolitan Borough Council	Planning & Development	21-Jun-16
3	15009786 Sandwell Metropolitan Borough Council	Adult Care Services	28-Nov-16
4	15015219 Sandwell Metropolitan Borough Council	Education & Childrens Services	19-Aug-16
5	15015260 Sandwell Metropolitan Borough Council	Education & Childrens Services	10-Jan-17
6	15017610 Sandwell Metropolitan Borough Council	Adult Care Services	07-Jun-16
7	15018458 Sandwell Metropolitan Borough Council	Housing	05-Jul-16
8	15020817 Sandwell Metropolitan Borough Council	Adult Care Services	01-Apr-16
9	16000159 Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	07-Apr-16
10	16000413 Sandwell Metropolitan Borough Council	Education & Childrens Services	16-Dec-16
11	16000770 Sandwell Metropolitan Borough Council	Housing	19-Apr-16
12	16000910 Sandwell Metropolitan Borough Council	Benefits & Tax	20-Apr-16
13	16001167 Sandwell Metropolitan Borough Council	Benefits & Tax	26-Apr-16
14	16001172 Sandwell Metropolitan Borough Council	Housing	26-Apr-16
15	16001260 Sandwell Metropolitan Borough Council	Adult Care Services	27-Apr-16
16	16001403 Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	03-May-16
17	16001850 Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	10-May-16
18	16001983 Sandwell Metropolitan Borough Council	Planning & Development	16-May-16
19	16002152 Sandwell Metropolitan Borough Council	Housing	17-May-16
20	16002212 Sandwell Metropolitan Borough Council	Housing	18-May-16
21	16002224 Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	18-May-16
22	16002230 Sandwell Metropolitan Borough Council	Benefits & Tax	18-May-16
23	16002444 Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	18-May-16
24	16003016 Sandwell Metropolitan Borough Council	Adult Care Services	23-May-16
25	16003032 Sandwell Metropolitan Borough Council	Education & Childrens Services	02-Jun-16
26	16003145 Sandwell Metropolitan Borough Council	Benefits & Tax	02-Jun-16
27	16003162 Sandwell Metropolitan Borough Council	Housing	06-Jun-16
28	16003356 Sandwell Metropolitan Borough Council	Housing	16-Aug-16
29	16003387 Sandwell Metropolitan Borough Council	Education & Childrens Services	08-Jun-16
30	16004078 Sandwell Metropolitan Borough Council	Corporate & Other Services	17-Jun-16
31	16004756 Sandwell Metropolitan Borough Council	Planning & Development	21-Jun-16
32	16004783 Sandwell Metropolitan Borough Council	Benefits & Tax	20-Sep-16
33	16004826 Sandwell Metropolitan Borough Council	Adult Care Services	05-Jul-16
34	16004929 Sandwell Metropolitan Borough Council	Education & Childrens Services	05-Jul-16
			06-Jul-16

35	16005051	Sandwell Metropolitan Borough Council	Benefits & Tax	08-Jul-16
36	16005295	Sandwell Metropolitan Borough Council	Housing	13-Jul-16
37	16005316	Sandwell Metropolitan Borough Council	Benefits & Tax	13-Jul-16
38	16005533	Sandwell Metropolitan Borough Council	Adult Care Services	18-Jul-16
39	16005810	Sandwell Metropolitan Borough Council	Adult Care Services	22-Jul-16
40	16006080	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	27-Jul-16
41	16006607	Sandwell Metropolitan Borough Council	Education & Childrens Services	08-Aug-16
42	16006631	Sandwell Metropolitan Borough Council	Education & Childrens Services	26-Aug-16
43	16006728	Sandwell Metropolitan Borough Council	Highways & Transport	09-Aug-16
44	16006959	Sandwell Metropolitan Borough Council	Benefits & Tax	15-Aug-16
45	16008008	Sandwell Metropolitan Borough Council	Education & Childrens Services	05-Sep-16
46	16008218	Sandwell Metropolitan Borough Council	Education & Childrens Services	07-Sep-16
47	16008829	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	19-Sep-16
48	16008953	Sandwell Metropolitan Borough Council	Benefits & Tax	21-Sep-16
49	16009023	Sandwell Metropolitan Borough Council	Adult Care Services	02-Mar-17
50	16009175	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	23-Sep-16
51	16009207	Sandwell Metropolitan Borough Council	Null	26-Sep-16
52	16009521	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	30-Sep-16
53	16009542	Sandwell Metropolitan Borough Council	Education & Childrens Services	30-Sep-16
54	16009587	Sandwell Metropolitan Borough Council	Planning & Development	03-Oct-16
55	16009747	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	05-Oct-16
56	16009807	Sandwell Metropolitan Borough Council	Housing	05-Oct-16
57	16009897	Sandwell Metropolitan Borough Council	Education & Childrens Services	07-Oct-16
58	16010018	Sandwell Metropolitan Borough Council	Housing	10-Oct-16
59	16010704	Sandwell Metropolitan Borough Council	Education & Childrens Services	24-Oct-16
60	16011110	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	31-Oct-16
61	16011116	Sandwell Metropolitan Borough Council	Adult Care Services	31-Oct-16
62	16011185	Sandwell Metropolitan Borough Council	Adult Care Services	02-Nov-16
63	16011201	Sandwell Metropolitan Borough Council	Benefits & Tax	02-Nov-16
64	16011208	Sandwell Metropolitan Borough Council	Housing	02-Nov-16
65	16011213	Sandwell Metropolitan Borough Council	Adult Care Services	02-Nov-16
66	16011252	Sandwell Metropolitan Borough Council	Housing	02-Nov-16
67	16011288	Sandwell Metropolitan Borough Council	Adult Care Services	03-Nov-16
68	16011859	Sandwell Metropolitan Borough Council	Housing	03-Nov-16
69	16011909	Sandwell Metropolitan Borough Council	Housing	14-Nov-16
				15-Nov-16

70	16012254	Sandwell Metropolitan Borough Council	Adult Care Services	21-Nov-16
71	16012474	Sandwell Metropolitan Borough Council	Education & Childrens Services	23-Nov-16
72	16012739	Sandwell Metropolitan Borough Council	Adult Care Services	24-Feb-17
73	16012931	Sandwell Metropolitan Borough Council	Education & Childrens Services	01-Dec-16
74	16013085	Sandwell Metropolitan Borough Council	Corporate & Other Services	03-Jan-17
75	16013244	Sandwell Metropolitan Borough Council	Benefits & Tax	08-Dec-16
76	16013432	Sandwell Metropolitan Borough Council	Planning & Development	12-Dec-16
77	16013708	Sandwell Metropolitan Borough Council	Education & Childrens Services	16-Dec-16
78	16013761	Sandwell Metropolitan Borough Council	Housing	19-Dec-16
79	16014024	Sandwell Metropolitan Borough Council	Benefits & Tax	23-Dec-16
80	16014439	Sandwell Metropolitan Borough Council	Corporate & Other Services	06-Jan-17
81	16014560	Sandwell Metropolitan Borough Council	Corporate & Other Services	09-Jan-17
82	16014765	Sandwell Metropolitan Borough Council	Benefits & Tax	12-Jan-17
83	16014809	Sandwell Metropolitan Borough Council	Education & Childrens Services	13-Jan-17
84	16015082	Sandwell Metropolitan Borough Council	Corporate & Other Services	18-Jan-17
85	16015097	Sandwell Metropolitan Borough Council	Adult Care Services	19-Jan-17
86	16015361	Sandwell Metropolitan Borough Council	Housing	24-Jan-17
87	16015411	Sandwell Metropolitan Borough Council	Benefits & Tax	24-Jan-17
88	16015554	Sandwell Metropolitan Borough Council	Highways & Transport	26-Jan-17
89	16015573	Sandwell Metropolitan Borough Council	Adult Care Services	26-Jan-17
90	16015849	Sandwell Metropolitan Borough Council	Adult Care Services	31-Jan-17
91	16015927	Sandwell Metropolitan Borough Council	Corporate & Other Services	03-Feb-17
92	16016414	Sandwell Metropolitan Borough Council	Housing	09-Feb-17
93	16016592	Sandwell Metropolitan Borough Council	Housing	13-Feb-17
94	16016725	Sandwell Metropolitan Borough Council	Education & Childrens Services	15-Feb-17
95	16017592	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	28-Feb-17
96	16017714	Sandwell Metropolitan Borough Council	Corporate & Other Services	02-Mar-17
97	16017740	Sandwell Metropolitan Borough Council	Education & Childrens Services	06-Mar-17
98	16017810	Sandwell Metropolitan Borough Council	Benefits & Tax	03-Mar-17
99	16017871	Sandwell Metropolitan Borough Council	Benefits & Tax	06-Mar-17
100	16018172	Sandwell Metropolitan Borough Council	Education & Childrens Services	09-Mar-17
101	16018269	Sandwell Metropolitan Borough Council	Benefits & Tax	13-Mar-17
102	16018442	Sandwell Metropolitan Borough Council	Education & Childrens Services	14-Mar-17
103	16018546	Sandwell Metropolitan Borough Council	Adult Care Services	16-Mar-17

Reference	Authority	Category	Decision Date	Decision	Remedy
1	14004844	Sandwell Metropolitan Borough Council	01-Apr-16	Upheld	Apology, Financial Redress, Training
2	14006675	Sandwell Metropolitan Borough Council	15-Apr-16	Not Upheld	Null
3	14014549	Sandwell Metropolitan Borough Council	13-May-16	Closed after initial enquiries	Null
4	15008544	Sandwell Metropolitan Borough Council	23-Dec-16	Not Upheld	Null
5	15008848	Sandwell Metropolitan Borough Council	19-Oct-16	Upheld	Procedure Change, Financial Redress
6	15009786	Sandwell Metropolitan Borough Council	15-Mar-17	Upheld	Apology, Financial Redress
7	15011812	Sandwell Metropolitan Borough Council	26-May-16	Not Upheld	Null
8	15015219	Sandwell Metropolitan Borough Council	14-Oct-16	Closed after initial enquiries	Null
9	15017610	Sandwell Metropolitan Borough Council	04-Jul-16	Closed after initial enquiries	Null
10	15018458	Sandwell Metropolitan Borough Council	04-Oct-16	Not Upheld	Null
11	15018640	Sandwell Metropolitan Borough Council	25-May-16	Closed after initial enquiries	Null
12	15018931	Sandwell Metropolitan Borough Council	08-Jul-16	Not Upheld	Null
13	15019927	Sandwell Metropolitan Borough Council	25-Aug-16	Upheld	Apology, Financial Redress
14	15020069	Sandwell Metropolitan Borough Council	24-Aug-16	Upheld	Financial Redress, Apology, Additional services
15	15020178	Sandwell Metropolitan Borough Council	13-Apr-16	Referred back for local resolution	Null
16	15020817	Sandwell Metropolitan Borough Council	18-Apr-16	Referred back for local resolution	Null
17	16000159	Sandwell Metropolitan Borough Council	07-Apr-16	Referred back for local resolution	Null
18	16000413	Sandwell Metropolitan Borough Council	16-Dec-16	Referred back for local resolution	Null
19	16000770	Sandwell Metropolitan Borough Council	19-Apr-16	Advice given	Null
20	16000910	Sandwell Metropolitan Borough Council	20-Apr-16	Referred back for local resolution	Null
21	16001167	Sandwell Metropolitan Borough Council	26-Apr-16	Referred back for local resolution	Null
22	16001172	Sandwell Metropolitan Borough Council	31-May-16	Closed after initial enquiries	Null
23	16001260	Sandwell Metropolitan Borough Council	27-Apr-16	Incomplete/Invalid	Null
24	16001403	Sandwell Metropolitan Borough Council	03-May-16	Referred back for local resolution	Null
25	16001850	Sandwell Metropolitan Borough Council	10-May-16	Referred back for local resolution	Null
26	16001983	Sandwell Metropolitan Borough Council	14-Jun-16	Closed after initial enquiries	Null
27	16002152	Sandwell Metropolitan Borough Council	17-May-16	Referred back for local resolution	Null
28	16002212	Sandwell Metropolitan Borough Council	06-Jun-16	Referred back for local resolution	Null
29	16002224	Sandwell Metropolitan Borough Council	18-May-16	Referred back for local resolution	Null
30	16002230	Sandwell Metropolitan Borough Council	18-May-16	Referred back for local resolution	Null
31	16002444	Sandwell Metropolitan Borough Council	23-May-16	Referred back for local resolution	Null
32	16003016	Sandwell Metropolitan Borough Council	23-Jan-17	Upheld	Apology, Procedure Change
33	16003032	Sandwell Metropolitan Borough Council	02-Jun-16	Referred back for local resolution	Null
34	16003145	Sandwell Metropolitan Borough Council	18-Jul-16	Closed after initial enquiries	Null
35	16003162	Sandwell Metropolitan Borough Council	27-Sep-16	Closed after initial enquiries	Null
36	16003356	Sandwell Metropolitan Borough Council	08-Jun-16	Referred back for local resolution	Null
37	16003387	Sandwell Metropolitan Borough Council	17-Jun-16	Referred back for local resolution	Null
38	16004078	Sandwell Metropolitan Borough Council	08-Aug-16	Closed after initial enquiries	Null
39	16004756	Sandwell Metropolitan Borough Council	17-Oct-16	Closed after initial enquiries	Null
40	16004783	Sandwell Metropolitan Borough Council	05-Jul-16	Referred back for local resolution	Null
41	16004826	Sandwell Metropolitan Borough Council	05-Jul-16	Referred back for local resolution	Null
42	16004829	Sandwell Metropolitan Borough Council	06-Jul-16	Referred back for local resolution	Null
43	16005051	Sandwell Metropolitan Borough Council	19-Aug-16	Upheld	Null
44	16005295	Sandwell Metropolitan Borough Council	13-Jul-16	Referred back for local resolution	Null
45	16005316	Sandwell Metropolitan Borough Council	13-Jul-16	Referred back for local resolution	Null
46	16005533	Sandwell Metropolitan Borough Council	09-Jan-17	Not Upheld	Null
47	16005810	Sandwell Metropolitan Borough Council	22-Jul-16	Incomplete/Invalid	Null
48	16006080	Sandwell Metropolitan Borough Council	27-Jul-16	Referred back for local resolution	Null
49	16006607	Sandwell Metropolitan Borough Council	20-Sep-16	Referred back for local resolution	Null
50	16006631	Sandwell Metropolitan Borough Council	16-Feb-17	Upheld	Apology
51	16006728	Sandwell Metropolitan Borough Council	05-Sep-16	Closed after initial enquiries	Null
52	16006959	Sandwell Metropolitan Borough Council	15-Aug-16	Referred back for local resolution	Null
53	16008008	Sandwell Metropolitan Borough Council	04-Oct-16	Referred back for local resolution	Null
54	16008218	Sandwell Metropolitan Borough Council	24-Oct-16	Closed after initial enquiries	Null
55	16008829	Sandwell Metropolitan Borough Council	19-Sep-16	Referred back for local resolution	Null

56	16009953	Sandwell Metropolitan Borough Council	Benefits & Tax	18-Oct-16	Closed after initial enquiries	Null
57	16009175	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	08-Nov-16	Closed after initial enquiries	Null
58	16009207	Sandwell Metropolitan Borough Council	Null	28-Sep-16	Incomplete/Invalid	Null
59	16009521	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	30-Sep-16	Referred back for local resolution	Null
60	16009542	Sandwell Metropolitan Borough Council	Education & Childrens Services	30-Sep-16	Referred back for local resolution	Null
61	16009587	Sandwell Metropolitan Borough Council	Planning & Development	03-Oct-16	Incomplete/Invalid	Null
62	16009747	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	09-Oct-16	Referred back for local resolution	Null
63	16009807	Sandwell Metropolitan Borough Council	Housing	05-Oct-16	Advice given	Null
64	16009897	Sandwell Metropolitan Borough Council	Education & Childrens Services	07-Oct-16	Referred back for local resolution	Null
65	16010018	Sandwell Metropolitan Borough Council	Housing	10-Oct-16	Advice given	Null
66	16010704	Sandwell Metropolitan Borough Council	Education & Childrens Services	24-Oct-16	Incomplete/Invalid	Null
67	16011110	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	31-Oct-16	Referred back for local resolution	Null
68	16011118	Sandwell Metropolitan Borough Council	Adult Care Services	31-Oct-16	Referred back for local resolution	Null
69	16011185	Sandwell Metropolitan Borough Council	Adult Care Services	22-Mar-17	Upheld	Financial Redress
70	16011201	Sandwell Metropolitan Borough Council	Benefits & Tax	24-Nov-16	Closed after initial enquiries	Null
71	16011208	Sandwell Metropolitan Borough Council	Housing	17-Nov-16	Referred back for local resolution	Null
72	16011213	Sandwell Metropolitan Borough Council	Adult Care Services	20-Mar-17	Upheld	Null
73	16011252	Sandwell Metropolitan Borough Council	Housing	24-Nov-16	Referred back for local resolution	Null
74	16011859	Sandwell Metropolitan Borough Council	Housing	14-Nov-16	Referred back for local resolution	Null
75	16011908	Sandwell Metropolitan Borough Council	Housing	05-Dec-16	Referred back for local resolution	Null
76	16012254	Sandwell Metropolitan Borough Council	Housing	15-Feb-17	Referred back for local resolution	Null
77	16012474	Sandwell Metropolitan Borough Council	Adult Care Services	07-Dec-16	Incomplete/Invalid	Null
78	16012931	Sandwell Metropolitan Borough Council	Education & Childrens Services	21-Feb-17	Incomplete/Invalid	Null
79	16013085	Sandwell Metropolitan Borough Council	Education & Childrens Services	23-Jan-17	Closed after initial enquiries	Null
80	16013244	Sandwell Metropolitan Borough Council	Corporate & Other Services	08-Dec-16	Referred back for local resolution	Null
81	16013452	Sandwell Metropolitan Borough Council	Benefits & Tax	13-Jan-17	Closed after initial enquiries	Null
82	16013708	Sandwell Metropolitan Borough Council	Planning & Development	21-Mar-17	Upheld	New appeal/review
83	16013761	Sandwell Metropolitan Borough Council	Education & Childrens Services	13-Mar-17	Not Upheld	Null
84	16014024	Sandwell Metropolitan Borough Council	Housing	23-Dec-16	Referred back for local resolution	Null
85	16014439	Sandwell Metropolitan Borough Council	Benefits & Tax	06-Jan-17	Referred back for local resolution	Null
86	16014560	Sandwell Metropolitan Borough Council	Corporate & Other Services	23-Feb-17	Closed after initial enquiries	Null
87	16014765	Sandwell Metropolitan Borough Council	Corporate & Other Services	12-Jan-17	Referred back for local resolution	Null
88	16014809	Sandwell Metropolitan Borough Council	Education & Childrens Services	02-Feb-17	Referred back for local resolution	Null
89	16015082	Sandwell Metropolitan Borough Council	Corporate & Other Services	13-Feb-17	Closed after initial enquiries	Null
90	16015381	Sandwell Metropolitan Borough Council	Corporate & Other Services	24-Jan-17	Referred back for local resolution	Null
91	16015411	Sandwell Metropolitan Borough Council	Benefits & Tax	24-Jan-17	Referred back for local resolution	Null
92	16015554	Sandwell Metropolitan Borough Council	Highways & Transport	28-Jan-17	Referred back for local resolution	Null
93	16015573	Sandwell Metropolitan Borough Council	Adult Care Services	08-Feb-17	Closed after initial enquiries	Null
94	16015848	Sandwell Metropolitan Borough Council	Adult Care Services	31-Jan-17	Referred back for local resolution	Null
95	16015927	Sandwell Metropolitan Borough Council	Corporate & Other Services	03-Feb-17	Referred back for local resolution	Null
96	16016414	Sandwell Metropolitan Borough Council	Housing	09-Feb-17	Advice given	Null
97	16016592	Sandwell Metropolitan Borough Council	Housing	13-Feb-17	Advice given	Null
98	16017592	Sandwell Metropolitan Borough Council	Environmental Services & Public Protection & Regulation	28-Feb-17	Referred back for local resolution	Null
99	16017714	Sandwell Metropolitan Borough Council	Corporate & Other Services	24-Mar-17	Closed after initial enquiries	Null
100	16017810	Sandwell Metropolitan Borough Council	Benefits & Tax	03-Mar-17	Referred back for local resolution	Null
101	16017871	Sandwell Metropolitan Borough Council	Benefits & Tax	08-Mar-17	Referred back for local resolution	Null
102	16018172	Sandwell Metropolitan Borough Council	Education & Childrens Services	09-Mar-17	Referred back for local resolution	Null
103	16018269	Sandwell Metropolitan Borough Council	Benefits & Tax	30-Mar-17	Referred back for local resolution	Null
104	16018442	Sandwell Metropolitan Borough Council	Education & Childrens Services	14-Mar-17	Referred back for local resolution	Null