

Reference	Authority	Category	Subcategory	Received
23015295	South Kesteven District Council	Planning & Development	Other planning application	22/08/24
23017648	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	28/06/24
24001107	South Kesteven District Council	Planning & Development	Other planning application	30/04/24
24002115	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	16/05/24
24002174	South Kesteven District Council	Corporate & Other Services	Standards committees	17/05/24
24002710	South Kesteven District Council	Planning & Development	Householder planning application	30/05/24
24004771	South Kesteven District Council	Housing	Homelessness	02/07/24
24006347	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	26/07/24
24006910	South Kesteven District Council	Highways & Transport	Rights of way	04/08/24
24007614	South Kesteven District Council	Planning & Development	Enforcement-householder	14/08/24
24008355	South Kesteven District Council	Housing	Homelessness	22/08/24
24008774	South Kesteven District Council	Other	NULL	27/08/24
24009078	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	22/08/24
24010264	South Kesteven District Council	Benefits & Tax	Council tax	16/09/24
24010719	South Kesteven District Council	Housing	Homelessness	10/12/24
24013535	South Kesteven District Council	Planning & Development	Householder planning application	22/11/24
24018775	South Kesteven District Council	Planning & Development	Other planning application	29/01/25
24020697	South Kesteven District Council	Benefits & Tax	Council tax support	27/02/25
24021399	South Kesteven District Council	Planning & Development	Householder planning application	10/03/25

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23015295	South Kesteven District Council	Planning & Development	Other planning application	24/10/24	Closed after initial enquiries	Not warranted by alleged injustice	
23017648	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	22/08/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
23018761	South Kesteven District Council	Benefits & Tax	Council tax	28/04/24	Closed after initial enquiries	26(6)(a) tribunal Other	
23019012	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	08/04/24	Closed after initial enquiries	Not warranted by alleged fault	
24001107	South Kesteven District Council	Planning & Development	Other planning application	30/04/24	Referred back for local resolution	Premature Decision - advice given	
24002115	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	24/06/24	Referred back for local resolution	Premature Decision - referred to Organisation	
24002174	South Kesteven District Council	Corporate & Other Services	Standards committees	08/07/24	Closed after initial enquiries	Not warranted by alleged fault	
24002710	South Kesteven District Council	Planning & Development	Householder planning application	30/05/24	Referred back for local resolution	Premature Decision - advice given	
24004771	South Kesteven District Council	Housing	Homelessness	02/07/24	Referred back for local resolution	Premature Decision - advice given	
24006347	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	26/07/24	Referred back for local resolution	Premature Decision - advice given	
24006910	South Kesteven District Council	Highways & Transport	Rights of way	23/09/24	Closed after initial enquiries	Other Agency better placed	
24007614	South Kesteven District Council	Planning & Development	Enforcement-householder	15/10/24	Closed after initial enquiries	Not warranted by alleged fault	
24008355	South Kesteven District Council	Housing	Homelessness	22/08/24	Referred back for local resolution	Premature Decision - referred to Organisation	
24008774	South Kesteven District Council	Other	NULL	27/08/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24009078	South Kesteven District Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	29/08/24	Referred back for local resolution	Premature Decision - referred to Organisation	
24010264	South Kesteven District Council	Benefits & Tax	Council tax	16/09/24	Referred back for local resolution	Premature Decision - advice given	
24013535	South Kesteven District Council	Planning & Development	Householder planning application	12/12/24	Closed after initial enquiries	26(6)(b) appeal to Minister	
24018775	South Kesteven District Council	Planning & Development	Other planning application	06/03/25	Closed after initial enquiries	Not warranted by alleged injustice	
24020697	South Kesteven District Council	Benefits & Tax	Council tax support	27/02/25	Referred back for local resolution	Premature Decision - advice given	

Explanatory notes

A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).

Cases received

Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Cases decided

Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <https://www.lgo.org.uk/your-councils-performance>

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

These decision outcomes are included in the number of cases reported as **not for us / not ready for us** in the complaints overview section on the online map.

Advice given: We provided early advice or explained where to go for the right help.

Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

This decision outcome is included in the number of cases reported as **assessed and closed** in the complaints overview section on the online map.

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

These decision outcomes are included in the number of cases reported as **investigated** in the complaints overview section on the online map.

Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.

Not upheld: We completed an investigation but did not find evidence of fault.

The following decision reasons are **satisfactory remedy decisions**, i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:

These decision reasons are included in the number of cases reported as **satisfactory remedies provided by the council** on the online map.

Upheld - Injustice remedied during organisations complaint processes

Upheld - fault & inj - no further action organisation already remedied

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.