

Appendix B: A summary of the 39 complaints which were upheld by the LGSCO and HO during 2019/20 is provided below.

	Portfolio/Service	Complaint	Date of Ombudsman Decision	Ombudsman Finding/Investigation Outcome	Agreed Remedy/Service Improvements	Remedy implementation detail and learning outcomes	Ombudsman compliance outcome
1	People - SEN 18 019 236	Mrs B complained about the Council's handling of her request made in October 2017 for an Education, Health and Care Plan (EHC Plan) for her son, Y.	20/03/2020	The LGSCO found fault by the Council in failing to consult schools when Mrs B said she no longer wanted to educate her son at home. This led to delay in issuing a final EHC Plan with a named placement, which delayed the right of appeal.	The Council has agreed a remedy for the loss of educational support and the impact on Mrs B of having to educate her son at home for longer than necessary. Within 1 month the Council has agreed to apologise; make a payment of £200 per month to recognise the lack of school placement and special educational support from the beginning of March 2018 to mid-February 2019 (total of £2,000) ; reimburse Mrs B for any reasonable expenses incurred during this period in providing home education for Y, based on evidence provided; pay Mrs B the £500 already offered to recognise the inconvenience, distress, and anxiety; and pay her £250 to recognise her time and trouble in pursuing her complaint.  The Council further agreed to provide the Ombudsman with details of the improvements in procedures it says it has made; and explain how it proposes to ensure it sends out information about the right of appeal with the final EHC Plan and records that it has done so.	28.05.20 - Apology Letter sent .  23.06.20 - Payments of £2000, £250 and £500 paid via BACS.  25.06.20 - Evidence shared with LGSCO to show the current final EHCP letter shows the right of appeal and how to proceed. In addition advised all letters to parents are in the process of being redrafted with input from the Parent Carer Forum and the new letters will have an EHC Decision Factsheet which will clearly show the next steps regarding appeal.  31.07.20 - Letter sent to Parents to request evidence for reimbursement for any reasonable expenses. No contact from Parents following receipt.  11.08.20 - Copy of "SENDARS - S.C.C Quick Guide - Consultations" shared with LGSCO. Part of the Guidance produced identifies the report available to Business Support on how to identify outstanding consultations.	18.08.20 LGSCO issued compliance outcome of "Remedy complete and satisfied".
2	Place - Parking Services 19 012 436	Mrs X complained that the Council has wrongly refused to refund a parking fine and considered she had been treated unfairly.	19/03/2020	Although it was noted the proper place for considering this matter was the Traffic Penalty Tribunal, the LGSCO found the Council did not give Mrs X the opportunity to have her case heard, which is an injustice.	The Council agreed (within one month) to apologise to Mrs X for the faults identified and pay Mrs X the sum of £100 to acknowledge the time and trouble caused by the Council's approach in this case. The Council further agreed (within two months of the final decision) to take steps, including training for relevant staff, to ensure officers progress representations that have been made on time, in the proper way. The Council also went one step further and remedied Mrs X further by cancelling the PCN.	24.03.20 - £100 payment made.  15.06.20 - Apology letter sent to complainant. An email reminder was sent to the team in early June 2020 and refresher training arranged - guidance issued and user guides shared as evidence.	17.07.20 LGSCO issued compliance outcome of 'remedy complete and satisfied'.
3	Resources - Council Tax 19 018 063	Mr X complained about a delay in closing his council tax account and problems getting a refund.	10/03/2020	The LGSCO found the Council had already provided a fair and proportionate response. He had since received a refund and the Council had already apologised for the time taken to close the account and for the failure to make a refund via BACS. It explained the reason for the delay and that it is taking steps to reduce delays. It has also explained that the refund form should not have been sent to Mr X but, given that it was, it has explained the reason for the wording on the form. It also explained that the BACS refund error has been discussed with the officer.	The LGSCO viewed the Council's response as satisfactory and did not consider there to be sufficient injustice to require an investigation.	Not applicable - Council already provided satisfactory response/remedy.	Not applicable
4	Place - Housing and Neighbourhood Services 201905960	Mr X complained about the Council disclosing information to a third party; the handling of his concerns in response to a notice seeking possession issued in December 2018; and the handling of anti-social behaviour from 4 July 2018 to June 2019.	27/02/2020	The HO did not investigate the complaint about disclosing information to a third party concluding this was a complaint for the Information Commissioner's Office. The HO found no maladministration by the Council in its handling of the anti-social behaviour from 4 July 2018 to June 2019 but did find the Council at fault for issuing a defective notice seeking possession in December 2018 and for not responding to his queries and concerns about this within a reasonable time.	The HO ordered the Council to pay Mr X £100 compensation for the distress and inconvenience caused to him by the errors in its handling of the notice seeking possession.	01.04.20 - Service confirmed payment made.	07.04.20 - HO confirmed they are satisfied with remedial action taken.
5	People - ASC 19 009 239	Mr B complained that when the Council placed his mother (Mrs C) in residential care it did not offer at least one accommodation option that was affordable and within the person's personal budget; and there was no genuine choice. Mr B was told that he must pay a top-up or Mrs C must leave the care home which he found threatening and very stressful. He further complained that the Council then delayed in dealing with his complaint.	26/02/2020	The LGSCO found that the Council had wrongly asked for an additional top-up to residential care home fees; and Mr B has been stressed and paid money he should not have had to pay.	The Council recognised an issue of staff not properly addressing the issue of top up fees and is providing retraining to relevant staff. The Council further agreed to take the following action (within 1 month) and evidence its compliance to the LGSCO: a) Apologise to Mr B for wrongly asking him to pay a top-up for Mrs C's care fees, when the Council agreed it was in her best interest for this care home to meet her needs; b) Pay Mr B £250 to acknowledge his distress, time and trouble; c) Refund Mr B the additional top-up payments he has paid to date; d) Pay the full cost of Mrs C's care fees at the current placement, until such time as any best interest decision is made that it is in Mrs C's best interest to move. As with any change in circumstance, the Council must undertake a new assessment before considering this course of action, including consideration of a requirement for an assessment of health needs, and have regard to Mrs C's wellbeing; e) Remind relevant staff that they cannot have an arbitrary ceiling to personal budgets. The £481 is a guide as to what is available within the local market but cannot be the maximum the Council will pay if someone's needs require a more expensive setting, or a setting within that budget is not available.	25.06.20 - Email to staff regarding top-ups and personal budgets.  30.06.20 - Apology letter sent.  02.07.20 - £250 payment made via BACS along with refund of additional top up payments Mr B had paid, plus care fees paid and refund to Mr B for full cost of Mrs C's care fees.	09.07.20 LGSCO issued compliance outcome of 'Remedy complete and satisfied'.

6	Resources - Revenues & Benefits 19 007 744	Complaint about the way the Council has handled Miss B's claim for housing benefit, delays and faults meant did not receive all the benefit to which she was entitled.	26/02/2020	The Ombudsman found that the Council was at fault in the way the it handled Miss B's housing benefit claim.	The Council agreed to pay £200 for the delay in making payments and the stress and for difficulty caused. The Council to review how it contacts claimants when their correspondence has been by email and also review the claimants who signed up for email notifications and take any appropriate action.	16.03.20 - LGSCO confirm contact details for Miss B in order to progress apology  01.05.20 - Payment of £200 made - remittance slip shared with Miss B via email  29.06.20 - Details/evidence of reviews shared with LGSCO. Postal communication with claimants remains correct procedure at this time and is primarily to ensure claimants are residing at the property they are making a claim for and to minimise the risk of fraudulent claims. Option on the online portal that allowed claimants to sign up for e-notifications for Housing Benefit had been enabled in error and was switched off in January 2020. The Service identified all claimants who signed up, when this option was incorrectly available via the portal, for e-notifications and have contacted these claimants to make them aware of the issue and advise they will not receive emails about their claim.	01.07.20 - LGSCO issued compliance outcome 'Remedy complete and satisfied'.
7	People - ASC 18 012 664	Mr X complained about how the Council has sought to meet his care and support needs. In particular the failure to provide funding for transport to enable him to receive the support required to meet his assessed eligible needs.	12/02/2020	The LGSCO found the Council was at fault as it failed to properly consider Mr X's ability to use transport. The LGSCO did not find fault in respect of the other areas of complaint.	The Council has agreed to pay Mr X £250 to acknowledge the distress and uncertainty caused by its failure to properly consider Mr X's requirement for transport support in meeting his eligible need to access community activities.	11.03.20 - Cheque for £250 posted and LGSCO updated.	12.03.20 - LGSCO issued compliance outcome 'Remedy complete and satisfied'
8	People - SEN 19 004 255	Mrs B complained the Council had failed to ensure her three sons (J, V and W) had been given sufficient support in relation to their education; and failed to communicate appropriately with her and address her complaints.	07/02/2020	The LGSCO found fault in the handling of the case relating to her son (J). The LGSCO found there was some delay in issuing U's EHC Plan but the time and trouble it caused was not so significant that a remedy is appropriate. The LGSCO also found the Council failed to take action after U stopped attending school and as a result U missed out on approximately 3 months education; failed to consider whether U could have benefitted from any more education than he was receiving from the alternative provision put in place from February 2019; failed to acknowledge Mrs B's complaint by letter and delayed in responding to her complaint.	The Council agreed (within four weeks) to apologise for the fault identified; make a payment of £900 to Mrs B for U's missed education and £500 for uncertainty since she does not know how much more education U could have benefitted from over the time complained of; and make a payment to Mrs B of £100 for time and trouble in having to chase a response to her complaint. The Council further agreed (within three months) to consider what information it needs from schools when children stop attending and when it should receive this; how it assesses how much education children can access if they are out of school. Its assessments should clearly show what children are receiving and how much more education can be provided; and ensure its complaints handling system is robust enough to keep to its own timescales.	17.02.20 - Apology Letter sent to Parents.  25.03.20 - Payments of £900, £500 and £100 paid via BACS.  25.06.20 - Confirmation sent to LGSCO that service have met to discuss how the attendance strategy is being refreshed to address this and further update to follow. Officer is now in post to progress all complaints in the SEND area. The Officer meets with the Head of SEND on a weekly basis to progress and agree actions for complaints, enabling greater monitoring.  11.08.20 - Copy of notes from June meeting shared with LGSCO - key developments include ensuring report in place using Capita ONE to identify when a child has not been in education for 10 consecutive days so that there can be consistent discussion and monitoring with schools in regards to being aware of concerns around long term non-attendance. The LA has also invested in a school refusal questionnaire in order to identify barriers to attendance and this questionnaire should support the identification of barriers and needed interventions to understand the potential reasons for non-attendance.	24.08.20 LGSCO issued compliance outcome of 'Remedy complete late'.
9	People - SEN 19 006 630	Mrs F complained the Council delayed finalising an EHC Plan for her son, D, and proposed an inappropriate date for the annual review	21/01/2020	The LGSCO found there was fault by the Council when it delayed issuing a final EHC plan from Oct - Dec 2018 but did not consider that D was caused significant injustice by the delay because although there was no final plan, he was receiving the full time one to one support at school that was later set out in his plan.	LGSCO considered an apology to be a sufficient remedy and noting the Council had already apologised to Mrs F, was satisfied the Council has already taken action to remedy the injustice caused and completed her investigation.	Not applicable - Council already taken action to remedy injustice.	Not Applicable
10	People ASC - 19 002 255	Mrs X complained a care home failed to seek appropriate medical advice after her mother became unwell during a Council arranged respite stay.	17/12/2019	The LGSCO found the care provider has accepted it should have been more proactive in seeking medical advice and has taken action to improve its services. LGSCO also found evidence of poor record keeping.	The Council agreed (within one month) to instruct the care provider to write a letter of apology to Mrs X to acknowledge the fault and the distress caused to her; and remind relevant staff of the importance of keeping accurate and complete records of investigations and decision making when conducting enquiries under Section 24 of the Care Act 2014.	18.12.19 - Contracts Team confirm provider contacted and requested to send apology letter.  23.12.19 - Head of Service confirms workshops for staff being run by management/practice development team throughout 2020.  13.02.20 - Update sent to LGSCO sharing copy of email communication circulated to staff on the 31.01.20 highlighting learning arising from the complaint and the need for accurate and timely recording.	18.02.20 - LGSCO issued compliance outcome 'Remedy complete late'.

11	People SEN - 18 016 692	Mr B complained about the way the Council carried out its duty to secure his son, C, who has an Education Health Care Plan, a school place when they moved from another area.	10/12/2019	LGSCO found delays in the Council collating information and its decision making which caused C to be out of education for longer than he should have been and this affected his learning and mental health. This also caused Mr and Mrs B unnecessary distress.	The Council agreed (within 4 weeks) to pay Mr B £800 in recognition of C's missed education caused by the delay securing C a school place. This also recognises the impact this had on C's wellbeing, mental health and access to other support services. The Council also agreed to pay Mr and Mrs B £200 for the distress and uncertainty they experienced due to the delays; to identify C's additional support needs caused by the period he spent out of education and to work with the School, family and any other relevant professionals to create a plan to address these needs.	07.02.20 - £1000 paid by BACS to Mr B.  11.02.20 - Email to LGSCO confirming discussions have taken place with school to ensure C is accessing appropriate support. School conducting regular reviews to assess progress and believe all appropriate support in place to address gaps in his learning.  12.10.20 - Email to LGSCO confirming an early annual review / phase transfer was arranged by school and held (virtually/remotely) for C on the 28 September 2020 where the outcomes of the EHC plan were reviewed and new outcomes identified to support his phase transfer from primary to secondary in September 2021.  03.11.20 - Further details shared to evidence support put in place to address needs caused by period out of education.	09.11.20 - LGSCO issued compliance outcome 'Remedy complete and satisfied - late'.
12	People SEN - 19 002 808	Mrs S complained the Council failed to manage the process of transition to an EHCP for her daughter, T.	10/12/2019	LGSCO found the Council delayed in issuing a finalised EHCP which meant T missed out on services she needed. LGSCO also found Mrs S experienced distress and time and trouble through this process and the Council also delayed in responding to her complaints.	The Council agreed (within 3 months) to make a payment of £500 in recognition of distress and time and trouble she experienced; to make a payment to Mrs S for T's missed provision that she had to make up from the time T should have received her EHCP to the time the school put the provision in place (including reimbursement for the other sessions that T did not receive); and to make a contribution towards Mrs S's private speech and language report (contribution should not be below thirty percent).  Council further agreed (within 4 months) to ensure parents are made aware of their right to ask for a full needs assessment where appropriate and to tell Ombudsman of any changes it needs to make to its literature so this message is clear; Work with schools when EHCPs are finalised to ensure all parts can be implemented immediately and tell the Ombudsman what action it will take; Develop a means of following up professionals when they are asked for reports, particularly through SPA, but do not deliver them; Clarify with the trust whether the form requesting information for an EHCP, as it stands, allows SALT to perform a full assessment; and explain what actions it will take, or has taken, in order to answer complaints in accordance with its guidance.	15.01.20 - Payment of £2,310 paid via BACS.  27.01.20 - Apology Letter sent to Parents.  25.03.20 - Payment of £500 paid via BACS. Payment of £120.00 also paid via BACS. (30% of invoice submitted for £400 by Parents.)  17.07.20 - Email to LGSCO to advise all letters to parents are in the process of being redrafted with input from the Parent Carer forum and will have an EHC Decision Factsheet which will clearly show the next steps including how to request a new assessment. Schools are sent a copy of final EHCP and support is given to the school to aid in the provision. The Local Authority will implement a process whereby the Locality Lead is advised of finalised EHC Plans to ensure that appropriate resources are considered to implement them. There will be a CCG appointed nurse assessor who will support in situations such as this Follow up on requests for reports is handled by the Senior Business Support Officers in the Service and service is actively working with the CCG to chase up reporting and more effective ways of requesting the reports. Their IT System Capita One has been updated to allow these involvements to be added. The LA has asked the DCO to ensure that this is reiterated as the template to provide full statutory advice.	24.07.20 LGSCO issued compliance outcome of "Remedy complete and satisfied".
13	People - ASC 17 019 772	Mr C complained about a long delay in carrying out a reassessment of his care needs, from when a support plan was begun in September 2015, to a reassessment being done in July 2018. Mr C's support is jointly funded by the Council and CCG, and he says that the two organisations did not work together to complete the reassessment promptly.	28/11/2019	LGSCO/PHSO found fault with the Council and CCG for delays in reviewing and increasing support for the complainant, Mr C and lack of joined up working to reduce the impact of these assessments on him. This caused Mr C worry and uncertainty for a prolonged period and he is likely to have missed out on some care and support during this time. There was also an impact on Mr C's mother.  (Decision issued 28/11/19)	The Council/CCG agreed (within four weeks) to contact Mr C to acknowledge the fault identified in this case and apologise for the impact on him and Mrs C. The Council/CCG also agreed between them (within eight weeks) to pay £1000 to Mr C to acknowledge the loss of the care he is likely to have received had the reassessment been completed in a timely way; to pay £500 to acknowledge the injustice to Mr C in terms of the anxiety and distress caused by the delayed reassessment process, including the delays in the earlier period of 2013-15, and the period of reassessment from 2015 - 2018; and £300 financial remedy to acknowledge the injustice to Mrs C, who had to step in to provide some of the care that should have been funded and provided by the Council and CCG. The Council and CCG agreed to review their local agreement to improve assessment and care and support planning processes for service users whose care is jointly funded. In particular, they should address the way the two organisations communicate and work together to assess and gather information from service users. The Council and CCG will send the Ombudsman evidence that they have completed these actions, and will provide Mr C with a copy of the action plan.	20.12.19 - Apology letter sent to Mr C and copy shared with LGSCO  January 2020 - Financial payments made. Meeting between CCG and SCC took place. Agreement made to meet monthly. Next meeting scheduled for 21st February 2020 to discuss complaint and pull together action plan. LGSCO and complainant kept informed of latest position.  06.06.20 Copy of the latest version of joint action plan produced by CCG/SCC shared with LGSCO. Key headline actions included: review of existing documentation; update of induction material and procedures/pathways; development of communication; regular review of feedback and complaints and staff training.	11.06.20 - LGSCO issued compliance outcome 'Remedy complete late'
14	People - Children & Families 18013819	Ms B complained that the Council refused to pay her a child arrangements order allowance for her granddaughter, who lives with her.	13/11/2019	The LGSCO found the Council was at fault for failing to properly consider its discretionary powers in deciding not to provide a child arrangements order allowance to Ms B. The LGSCO further highlighted different parts of the Council's policy are also contradictory about the extent of those discretionary powers.	The Council has agreed (within 2 months) to re-assess granddaughter's needs and write to Ms B, following the needs assessment, with a new decision on her allowance, and an explanation for that decision. The Council has also agreed (within 6 months) to review its child arrangements order allowance policy to ensure that it clearly sets out the Council's discretionary powers.	17.01.20 - Letter sent to Ms B confirming outcome of assessment for financial assistance. Weekly allowance awarded until granddaughter reaches 18 as long as in full time education. Allowance backdated to Sept 2017.  07.12.20 - Local Authority Child Arrangements Order Policy updated/signed off and shared with relevant managers. Copy to be added to the Children's Services Procedure Manual (Tri x).	09.12.20 - LGSCO issued compliance outcome 'Remedy complete and satisfied - late'.

15	People - ASC 19 000 758	Mr C, complained on behalf of his wife Mrs C, that the Council has not carried out financial assessments for home support services correctly. Mr C says that this has resulted in the Council over charging Mrs C.	07/11/2019	The LGSCO found the Council at fault for failing to provide accurate financial assessments about charges for community services which has caused the complainants uncertainty and anxiety. The Council has accepted that Mrs C's charges from October 2018 were wrong and the Ombudsman found fault in the Council's failure to monitor the implications of a new computer system.	The Council agreed (within 1 month) to apologise to Mr and Mrs C for the confusion and uncertainty caused by incorrect invoices; to meet with Mr and Mrs C to undertake a new financial assessment. (Officers to liaise with Mr and Mrs C so they have support during the meeting such as an advocate or a family member if they wish. During the assessment, and with Mr and Mrs C's agreement, the assessors should calculate and explain the charges treating Mrs C both as an individual and part of a couple so they can see the difference, if any, in charge). The Council to consider back dating the charge to the start of Mrs C's service and make a payment of £200 to Mr C for the confusion and anxiety caused by the invoicing error. The Council further agreed (within 2 months) as part of the Council's review of its charging processes to put in place procedures to identify potential system failures; such as random checks.	14.11.19 - Apology letter sent confirming that meeting scheduled for 25th November  29.11.19 - Further update to LGSCO sharing copy of further letter and confirming meeting took place and agreed payment to be made on the 27.11.19  27.01.20 - Further update to LGSCO confirming service have reviewed all processes and incorporated when carrying out a reassessment for someone they will offer both single person and couples assessment where necessary. Service also in the process of updating all factsheets which explain how financial assessments are calculated.	30.01.20 - LGSCO issued compliance outcome of "Remedy complete and satisfied."
16	People - ASC 18 016 372	Ms A complained about the poor care and treatment of her late parents by the care agency Inspire Care UK which was commissioned by the Council to provide care for her elderly parents.	29/10/2019	The LGSCO found the care agency (acting on behalf of the Council) failed to provide safe care for Mr and Mrs X. The care provider it commissioned failed to order medication, left the medication within reach of vulnerable elderly adults, and on one occasion omitted essential medication, causing actual harm to Mr X.	The Council agreed (within 1 month) to let the Ombudsman know the outcome of its review of the way in which it ensures the competency of medication handling and administration by care providers; and the outcome of its review of its compliance with its risk management/escalation process in this instance in particular. The Council also agrees to offer the sum of £2000 to Ms A in recognition of the considerable anxiety and distress caused by its actions.	29.11.19 - Apology letter sent to Ms A.  16.12.19 - Email to LGSCO sharing information provided by Service regarding amber risk assessment rating.  17.01.20 - Cheque for £2000 sent to complainant.	22.01.20 - LGSCO issued compliance outcome of 'remedy complete late'.
17	Resources - Customer Services 19 005 219	Ms B complains that the Council refused to renew her blue badge and that, in assessing her application, it failed to consider all relevant information including her mental health conditions.	08/10/2019	The Ombudsman found that the Council has failed to provide evidence that it properly assessed Ms B's application to renew her blue badge.	To remedy the injustice caused, the Council has already re-considered Ms B's application under the new Regulations and issued a replacement blue badge. The Council further agreed to apologise to Ms B for the failure to retain the documents relating to her application and the failure to respond to her complaint; and pay her £250 for the time and trouble it has put her to.	18.10.19 - Service confirmed payment raised and approved. Apology letter sent and copy shared with LGSCO.	07.11.19 - LGSCO issued compliance outcome of 'remedy complete and satisfied'
18	Resources - Customer Services 18 017 471 (REPORT)	Mrs B complained about the Council's decision not to issue her a blue badge and its failure to offer her a face-to-face mobility assessment.	02/10/2019	The LGSCO found the Council was at fault because it failed to offer Mrs B a face-to-face mobility assessment. This caused Mrs B a significant injustice because she was denied the opportunity of having her application for a blue badge considered properly and she was also put to time and trouble in pursuing the complaint.	The Council must consider the report and confirm within three months the action it has taken or proposes to take. The Ombudsman welcomed the Council's acknowledgement of fault at an early stage of the investigation and the steps it is taking to remedy the injustice caused (Council has already arranged an assessment by a physiotherapist for Mrs B; and identified a further 25 applicants who were also affected by its failure to offer face-to-face assessments and will contact them to offer an assessment by a physiotherapist). The Council has also agreed to review the way it deals with applications for blue badges so that, in future, all applicants will be offered an assessment by a physiotherapist in accordance with the legislation and statutory guidance. In addition, the Council agreed to apologise to Mrs B for the failure to offer her a face-to-face assessment; and pay her £250 for her time and trouble.	30.09.19 - Apology letter sent.  08.10.19 - £250 payment made.  18.12.19 - LGSCO report considered by Cabinet. Covering report confirms changes to assessment approach and procurement and award of a new contract to provide physiotherapy assessments. Also confirms customers identified as having been affected will be prioritised for assessment under this contract. Blue Badge Policy also updated to reflect changes to legislation incorporating hidden disabilities into the eligibility criteria for blue badges and updated guidance issued by Department of Transport.  20.01.20 Evidence supplied to LGSCO of contact made with other 25 affected persons identified.	23.01.20 - LGSCO issued compliance outcome letter confirming LGSCO satisfied with the Council's response in accordance with section 31(2) of the Local Government Act 1974.
19	People - SEN 18 011 479	Ms X complained about the way the Council managed her child's special educational provision.	13/09/2019	The LGSCO found the Council failed to allocate a school place to a child when his mother said she wanted to stop home educating and also failed to update the child's education, health and care (EHC) plan. Although this caused unnecessary time and trouble to Ms X the LGSCO noted Ms X and the Council disagree about the type of school the child should attend, and Ms X wanted to defer school for a year, and so concluded it is likely Ms X would have continued to educate the child at home in any event.	The Council agreed (within four weeks) to apologise for the delay in handling Ms X's child's SEN case and the resulting complaint and make a payment of £250 to Ms X in acknowledgement of her time and trouble bringing the complaint.	20.09.19 - Apology Letter sent to Customer.  10.10.19 - Creditors confirmed payment of £250 cleared on 26.09.19.	10.10.20 LGSCO issued compliance outcome of "Remedy complete and satisfied".
20	People - ASC 18018362	Mr D complained the Council failed to meet his night time care needs from July 2018 to November 2018 and wrongly told him there was a ceiling on the amount of funding available for his care. Mr D also complains about the way the Council dealt with his complaint.	04/09/2019	The LGSCO found the Council failed to meet Mr D's night care needs for three nights per week from July 2018 to November 2018 and this caused avoidable distress to Mr D. The Council had already accepted it was wrong to tell Mr D there was a limit to the amount of funding it could provide for his care and support needs and had rectified this after ten days and apologised. The Council took too long to respond to his complaint and did not address all of his complaint.	The Council has agreed (within 1 month) to apologise to Mr D and make payments totalling £600 (£500 to acknowledge the impact on him of failing to meet his needs and £100 to acknowledge the time and trouble he was caused).	11.09.19 - Apology letter and copy of remit slip sent (confirming £600 payment to be made via BACS) sent in the post.  23.10.19 - Apology letter returned in the post with reason "not called for". Re-sent via first class.  24.10.19 - LGSCO updated.	12.09.19 LGSCO has issued compliance outcome of "Remedy complete and satisfied".

21	Resources – Customer Services 19005826	Mr X complained the Council should give a full refund after he incurred extra fees in relation to giving notice to marry.	03/09/2019	The LGSCO noted the Council has offered to pay 50% of the extra costs.	The LGSCO viewed the Council's offer as a fair and proportionate response and decided not to investigate the complaint for this reason.	Not applicable - Council has already provided satisfactory remedy.	Not applicable
22	People – SEN 18018386	Mrs X complained about the Council's delay in reviewing her daughter, D's, Education Health and Care (EHC) plan and issuing a final amended plan. Mrs X also complained the Council delayed reimbursing her for charges for online tuition for D.	02/09/2019	The LGSCO found the Council has significantly delayed in issuing the final amended plan, and fault for its delay in referring the issue of online tuition to its panel for a decision and its later failure to clarify the position with the school.	The Council agreed to apologise to Mrs X for the delay in issuing the final amended EHC plan and its delay in referring the funding issue to its panel and its failure to clarify whether the school was responsible for funding the online tuition. The Council agreed to pay Mrs X £300 for her time and trouble, and to reflect the fact she was out of pocket in respect of the online tuition costs for several months.	19.08.19 - Apology Letter sent to Customer. 30.08.19 - Creditors confirmed payment of £300 cleared via BACS on 23.08.2019.	02.09.19 LGSCO issued compliance outcome of "Remedy complete and satisfied".
23	Resources-Customer Services 18016030	Mrs X complains the Council has wrongly refused to renew her blue badge. The Council did not carry out an independent face to face mobility assessment.	27/08/2019	LGSCO found the Council failed to carry out an independent face-to-face mobility assessment as required by guidance and its policy, but noted the Council has already agreed to review its approach and has already contacted Mrs X, apologised verbally and arranged a face-to-face assessment for her with a physiotherapist.	The Council agreed (within 1 month) to apologise to Mrs X for the failure to offer her a face-to-face assessment and pay her £250 for her time and trouble.	27.09.19 - Service confirmation that payment authorised on the 23rd September and would be with Mrs X by the end of the week. 30.09.19 - Apology letter sent.	07.10.19 LGSCO issued compliance outcome of "Remedy complete late".
24	People – Children & Families 18015263	Mr E complained that the assessment carried out on his children in 2017 was incorrect and that incorrect information from it was shared with another council.	16/08/2019	The LGSCO found evidence of fault in the Council using incorrect information about him and in not updating its files.	The Council agreed (within 1 month) to apologise to Mr E, in particular around one point of complaint which the LGSCO considers should have been upheld due to information about Mr E's inflexibility having been recorded without appropriate challenge. The Council also agreed to make Mr E an additional £100 payment in addition to £500 already offered and paid for the time and trouble and distress experienced. The Council further agreed (within 2 months) to consider whether it needs specific guidance on emotional abuse for social workers who are carrying out assessments; and to share information (within 1 month) with the other council about matters that affect its assessment of Mr E's other children.	13.09.19 - Apology letter sent to Mr E confirming additional £100 payment made via BACS on 09.09.19. 09.10.19 - Assistant Director confirmed she had followed up as requested with other council. Nov 2019 - Links between social care Tri.X and Safeguarding Board Tri.X added to improve visibility of guidance around emotional abuse.	16.10.19 LGSCO issued compliance outcome of "Remedy complete and satisfied".
25	Resources – Customer Services 19005109	Miss Q complained about the Council's assessment of her blue badge application, which it initially refused.	15/08/2019	The LGSCO noted the Council had accepted there was an administrative error in its handling of Miss Q's application to renew her blue badge and had now approved her application.	The LGSCO viewed the Council's actions as a fair remedy and decided not to investigate the complaint for this reason.	Not applicable - Council already provided satisfactory response/remedy.	Not applicable
26	People – SEN 18014232	Mr X complained the Council delayed in finalising his son's Education, Health and Care Plan. He also complains the Council failed to ensure his son received full time education once he reached compulsory school age.	31/07/2019	The LGSCO found the Council delayed in finalising an Education, Health and Care Plan for his son. The Council missed three opportunities to consider whether to assess C. Once it decided to assess, the Council took twice as long as it should have to issue the plan and this meant his son missed out on provision.	The Council agreed (within one month) to apologise to Mr X and his son for the faults identified in the investigation and make payments totalling £2300 (£1,600 in recognition of lost provision; £450 in recognition of lost opportunities to exercise his appeal rights; and £250 in recognition of his time and trouble in pursuing a needs assessment and later a complaint with the Council). The Council also agreed (within one month) to review its procedures to ensure that when it receives a notification that a child in its area may have special educational needs, it consults parents and other professionals to reach a decision about assessing the child within six weeks; amends its processes to ensure it retains copies of any draft EHCPs issued to parents; and remind officers of the Council's own guidance regarding early referrals for EHCP needs assessments where necessary. Finally, the Council agreed (by end Sept 2019) to issue a reminder to schools in its area about the inappropriate use of 'informal' or 'unofficial' exclusions.	19.08.19 - Apology letter sent to Mr X confirming payments and remedial action. 30.08.19 - Email to LGSCO confirming action taken around reviewing procedures and reminder issued to staff. 05.09.19 - Creditors confirmed that the payment of £2,300 was paid via BACS. 20.09.19 - Email to LGSCO enclosing reminder letter sent to schools. 10.10.19 - Copy of minutes shared with LGSCO from 0-25 Special Educational Needs and Disabilities Service Senior Leadership Team meeting held on 18.09.2019 regarding review of procedures. 29.10.19 LGSCO advised that guidance document being developed but further advice from DfE required. 25.06.20 - Email to LGSCO with a copy of the Position Statement agreed by the Senior Leadership Team. Confirmed Statement uploaded to the Local Offer Site and circulated to the SEND Division Advisory Services.	11.10.19 LGSCO recorded compliance outcome of "Remedy complete and satisfied" but requested copy of guidance when available. Formally concluded involvement 27.06.20.

27	People – Children & Families 18017925	Mr X complained that on two occasions the Council wrongly applied a flag against his name on their care record system, indicating he posed a risk to children.	30/07/2019	The LGSCO found the Council had already accepted it was at fault when it firstly incorrectly recorded a flag against Mr X's name, and secondly when it told him and others there was a flag applied to his name, indicating he posed a risk to children. It had already taken appropriate action to discuss the matter with its officers to ensure the mistake is not repeated and had apologised for its mistakes and offered Mr X £150 compensation.	The Council agreed (within 1 month) to increase the level of payment and pay Mr X £300 as a remedy for the distress caused, the loss of trust and the impact on his family life.	16.08.19 - Apology letter sent to Mr X enclosing cheque for £300.	19.08.19 LGSCO issued compliance outcome of "Remedy complete and satisfied".
28	Place - Council Housing 19 000 700	Mrs X complained about the Council's decision to remove her housing priority.	18/07/2019	LGSCO found that since bringing her complaint to the Ombudsman, the Council had undertaken a further review of her housing need priority and on 19 June 2019 had reinstated Mrs X's Band B priority status.	LGSCO discontinued investigation as Mrs X is happy with the outcome of the Council's review of her housing priority.	No further action required	Not applicable
29	Place – Planning 18007973	Mrs X complained about the Council's response to her concerns about a development next to her property.	16/07/2019	The Council properly investigated planning enforcement concerns on a development. However, it did not handle the complainant's complaints about these matters properly, causing limited injustice.	The Council agreed (within 1 month) to apologise to Mrs X for the faults in handling her complaints and for the confusion and frustration this caused her. The Council further agreed (within 3 months) to review its public-facing information about its corporate complaints process and the enforcement reporting process and provide clear public information on the difference between the two; consider links across from the corporate webpage to the enforcement webpage and provide clarity on what complainants can expect in terms of responses on enforcement matters.	09.08.19 - Apology letter sent to Mrs X. 18.11.19 - Public facing information on website about complaints and planning enforcement reviewed and changes made as part of wider review of online form and general complaints pages on website.	22.11.19 LGSCO issued compliance outcome of "Remedy complete late".
30	Place – Council Housing 201713954	Mr X complained about the Landlord's communication, procedures and record keeping relating to his reports of possible asbestos in the property, and the resulting complaint.	10/07/2019	HO found service failure in the Landlord's communication, procedures and record keeping relating to Mr X's reports of possible asbestos in his property, and in its handling of the resulting complaint.	The Council agreed to pay Mr X payments totalling £200 (£100 for the distress and failure caused by its failure to formally record, manage and monitor the asbestos in his property, as required by its Asbestos Management Plan and £100 for the distress and inconvenience caused by its complaints handling). The Council further agreed to write to Mr X confirming it would be retrospectively creating appropriate records so that these can be maintained for 40 years, as per sections 9.5 and 10 of the Asbestos Management Plan but also explaining that as there is no asbestos in the property (as confirmed by the 2018 survey) there will be no ongoing monitoring.	13.08.19 - Letter sent to customer enclosing latest survey reports and confirming no asbestos containing material (ACM) in property and therefore no reason to regularly re-inspect property for ACMs. 02.09.19 - confirmation from service that payment made to rent account wc 26.08.19.	04.09.19 - Email from HO confirming agreed actions completed and case closed.
31	Partner - Capita (Revs and Bens) 18011905	Ms Y complained about Council errors in her benefits payments, which it then asked her to repay. She also complained about the Council's poor communication about the issue.	02/07/2019	LGSCO found the Council made errors in handling her council tax support and housing benefit claims, which caused her upset, confusion and inconvenience.	The Council agreed (within 1 month) to send Ms Y a written apology for the avoidable uncertainty, inconvenience and trouble caused by its fault in handling her council tax and housing benefit claims; and to confirm in writing Ms Y does not owe payments for recovery of housing benefit or additional council tax following her CTS discount; and it will not seek to recover the DHP overpayment of £200 it made before Ms Y's appeal.	11.07.19 - Apology/clarification letter sent to Ms Y.	05.08.19 LGSCO has recorded compliance outcome of "Remedy complete and satisfied".
32	Place – Council Housing 201812257	Ms X complained about the Council's response to her reports of anti-social behaviour; response to vandalism; and subsequent repairs at the property. Also complained about information provided by the Council about termination of her tenancy and its decision to continue to charge rent	21/06/2019	The Housing Ombudsman found service failure by the Council in respect of its response to the complainant's reports of anti-social behaviour; its response to vandalism, and subsequent repairs, to her property. The Ombudsman found the Council failed to take appropriate action in response to the complainant's reports of ASB and to provide appropriate support. Council's response to repairs issue was inappropriate and officer could have raised/reported repairs on her behalf. The Ombudsman found the Council has made satisfactory redress to the complainant to resolve the complaint about the tenancy termination. Having acknowledged that Ms X had been provided with incorrect information in relation to returning her keys the Council apologised for the inconvenience; offered her £100 in compensation and took steps to ensure that correct information was relayed to residents in the future. Decision to continue charging rent, even though the complainant was residing elsewhere was not inappropriate as the complainant was obliged to pay rent under the tenancy agreement.	The Housing Ombudsman ordered the Council (within 4 weeks) to: 1) Apologise to the complainant that it did not take more action in relation to the repairs that were required at the property ; 2) Pay the complainant £150 for the distress and inconvenience caused to her by the failure to open an ASB call in March 2018, and for the failure to support her in line with its ASB policy and 3) Pay the complainant £150 for distress and inconvenience caused to her by the failure to refer necessary repairs to the relevant team, and to ensure that they were completed in line with its obligations under the tenancy agreement. The Housing Ombudsman also recommended the Council (within 6 weeks) to provide its staff with a reminder of the importance of ensuring that victims of ASB are given appropriate support in line with its policy.	30.07.19 - Apology letter sent to customer (dated 25th July 2019). 17.09.19 - £300 payment made to rent account and letter sent to customer 22.10.19 - Agreed reminder issued to staff via a team meeting event.	19.09.19 - HO confirmed that the case is now closed and Council has complied with the orders.

33	Partner – Streets Ahead 18014180	Mr X complained about light intrusion from a street lamp positioned outside his mother's property. He says the street lamp causes an unacceptable level of light intrusion into her property, which is causing her distress. He wants the Council to move the street lamp or take action to reduce the light intrusion. He also complains about delays in the Council's complaints process.	13/06/2019	The Ombudsman found the Council took appropriate action to reduce the level of light intrusion to within the recommended limits, however there was some delay within the process.	The Council has agreed to apologise to Mr X and his mother for the delay and pay Mrs Y £150 to acknowledge the distress caused.	02.07.19 - Apology letter sent enclosing cheque for £150.	12.07.19 LGSCO issued compliance outcome of "Remedy complete and satisfied".
34	Partner - Veolia/Client Waste Management (1 of 2 similar complaints) 18010216	Ms B complained that when the Council changed its recycling scheme, it introduced a large [brown] bin which she does not want and will not use. She also complained that in response to her complaint the Council issued a notice under the Environmental Protection Act 1990.	05/06/2019	The Ombudsman confirmed that the Council can specify what bin will be used and the implication in law and guidance is the resident will store the bin. There were no exceptional circumstances and therefore the Ombudsman did not find fault by the Council in expecting residents to store and use the bins as required by the scheme. The Council acted in accordance with the law when it issued the Section 46 notice and the Ombudsman did not say it was fault to issue the notice. However, the Council accepted the wording of the notice may have been unclear and will review the wording accordingly. The Council offered to apologise to Ms B for any distress the notice caused.	The Council agreed (within one month) to apologise to Ms B for sending a confusing notice referring to both Sections 46 and 46A of the Environmental Protection Act; and to review the wording of its Section 46 notice, to ensure it is clear for future use.	02.07.19 - Apology letter sent. 23.07.19 - Wording of Section 46 notice reviewed and revised version shared with LGSCO.	09.08.19 LGSCO issued compliance outcome of "Remedy complete and satisfied"
35	Partner - Veolia/Client Waste Management (2 of 2 similar complaints) 18012042	Ms B complained that when the Council changed its recycling scheme, it introduced a large [brown] bin which she does not want and will not use. She also complained that in response to her complaint the Council issued a notice under the Environmental Protection Act 1990.	05/06/2019	The Ombudsman confirmed that the Council can specify what bin will be used and the implication in law and guidance is the resident will store the bin. There were no exceptional circumstances and therefore the Ombudsman did not find fault by the Council in expecting residents to store and use the bins as required by the scheme. The Council acted in accordance with the law when it issued the Section 46 notice and the Ombudsman did not say it was fault to issue the notice. However, the Council accepted the wording of the notice may have been unclear and will review the wording accordingly. The Council offered to apologise to Ms B for any distress the notice caused.	The Council agreed (within one month) to apologise to Ms B for sending a confusing notice referring to both Sections 46 and 46A of the Environmental Protection Act; and to review the wording of its Section 46 notice, to ensure it is clear for future use.	02.07.19 - Apology letter sent. 23.07.19 - Wording of Section 46 notice reviewed and revised version shared with LGSCO.	08.08.19 LGSCO issued compliance outcome of "Remedy complete and satisfied"
36	Place – Council Housing 201715286	Mr X complained about delays in the Council completing programmed works in his property.	31/05/2019	Ombudsman found service failure by the Council. It took a year for the works to be completed, eleven months of which were delays in the works being completed to a satisfactory standard. Although the Council appropriately recognised failures it did not take appropriate steps to put this right and the level of compensation offered was not proportionate to the distress and inconvenience caused nor the time and trouble spent pursuing this matter.	Housing Ombudsman ordered the Council to pay the complainant £350 compensation (in addition to £200 already offered) for the distress, inconvenience and time and trouble these delays caused him. Also if not already done so, pay the complainant the £40 compensation offered for his laundry costs and investigate the complainant's concerns about the sealant that is currently present in his property.	01.08.19 - £590 compensation payment paid 10.10.19 - Letter to customer advising induction pack on file for residents checked prior to work. Also risk assessment on sealant product details low risk and no fibres following use.	21.10.19 - HO confirmed that all of the orders made have been complied with and case now closed.
37	People – Adult Social Care 17002402	Mr Y complained about the Council, the Trust and the CCG's involvement with his mother's care. The complaints in relation to the Council were about: a lack of support to daughter, as carer and to the family; delays in social care assessment and support planning and provision for mother; poor care from Council-commissioned care agencies; Care agencies making what family consider to be false allegations regarding injuries to mother and providing incorrect documentation; poor care from a Council-commissioned day care centre and a residential placement; the suspension of personal assistant without adequate explanation or adequate replacement care; flawed safeguarding investigations; delay in putting in place direct payments.	30/05/2019	The Ombudsman found fault with delays in completing a detailed assessment and although this did not cause an injustice for mother, it did delay daughter from being able to access three nights' additional respite support, which was subsequently addressed. The Ombudsman did not find fault by the Council in relation to the care provided to mother at her home or at the day centre nor about the suspension of the PA and the replacement care it put in place. No fault found in relation to the Council speaking with mother about the safeguarding concerns or that this meant the safeguarding process was flawed. No fault found in investigating and responding to concerns the family raised about mother's care. The Ombudsman did find fault by the Council with delays in arranging direct payments but noted the Council has already acknowledged this and remedied the injustice. The Ombudsman found no fault by the Trust in relation to it withholding equipment or with making safeguarding referrals.	Ombudsman did not recommend any further action – complainants did not want apology for delay completing assessment and injustice identified already remedied by the Council and CCG.	Not applicable - no further action.	Not applicable

38	Place –Repairs and Maintenance 201714860	Ms X complained about the Council's handling of reports of outstanding repairs in the complainant's property and the associated request for compensation.	16/05/2019	The Housing Ombudsman found the Council has made an offer of redress to the complainant which, in the Ombudsman's opinion, resolves the complaint satisfactorily.	Council agreed with Ombudsman's recommendation to re-offer £350 compensation to the complainant if it has not done so already; and to engage with any further correspondence from the complainant with regard to any personal injury or insurance claims she wishes to make or supporting evidence for a claim for reimbursement of utility costs.	10.06.19 - Letter sent to customer re-offering £350 and inviting further contact to discuss insurance claim - no further contact in response.	19.07.19 - HO confirmed satisfied with action taken and case closed.
39	People –SEN 18007951	Mr C complained the Council delayed in producing an education, health and care plan (EHCP) for his child and then failed to ensure the care set out in the EHCP was provided.	01/05/2019	The Ombudsman found fault due to the delays by the Council in issuing EHCP; putting in place provision outlined in Part F and in addressing the complaint.	The Council agreed (within 2wks) to apologise; pay Mr and Mrs C £300 for the time and trouble they were put to and the distress they were caused; and pay £1400 for educational provision lost and the distress caused by that (£200 for each month of inadequate provision). The Council also agreed (within three months) to write to the Ombudsman and explain: a) How many similar complaints it has had since introducing the localities system and how much higher or lower than the previous level, if applicable; b) Its assessment of the success of failure of the localities system; c) The steps it has taken to improve the system since its introduction; and d) Its view on whether it is sensible to approve provision of EHCPs when schools have stated they cannot provide the care set out in them.	17.05.19 - Apology letter sent. 30.05.19 - £1700 payment made by BACS. 03.06.19 - Email sent to LGO responding to questions/points raised by Ombudsman including summary of work to improve system.	07.06.19 LGSCO issued compliance outcome of "Remedy complete and satisfied".