

Portfolio/ Partner	Complaint	Date of Ombudsman Decision	Ombudsman Finding/Investigation Outcome	Agreed Remedy/Service Improvements	Remedy implementation detail and learning outcomes	Ombudsman compliance outcome
1 People - ASC 19 009 137	Mr X complained for his wife Mrs X that the Council delayed in responding to his request in August 2018 for assistive technology and delayed in reviewing Mrs X's care and support plan.	22/05/20	LGSCO upheld Mr X's complaints about a delay in responding to his request for assistive technology (AT) for his wife Mrs X and a delay in reviewing her care and support plan and found the fault caused avoidable distress and financial loss.	Council agreed (within two months) to apologise; fund the items set out in Mr X's original proposal for AT; reimburse Mr X for the items of AT he has already bought; pay Mr X £2000 in recognition of severe and long term impact; and identify and arrange suitable respite for Mrs X, consulting with Mr and Mrs X about the available options.	23/07/2020 - Apology letter sent to Mr and Mrs X. 24/07/2020 - £2000 payment raised 17/09/2020 - Further letter to Mr and Mrs X confirming verbal agreement that £775 reimbursement for assisted technology to be taken from surplus monies in the DP account. Copy of support plan hand delivered to Mr and Mrs X.	06/10/2020 - LGSCO issued 'Remedy complete and satisfied' outcome.
2 People - Children & Families 18 011 187	Miss B complained the Council did not meet timescales for responding to her, did not address all her complaints in its response or provide a satisfactory remedy which she said caused her distress and frustration.	26/06/20	The LGSCO found fault with the Council for an unnecessary delay in the complaint procedure and this caused Miss B injustice	The Council agreed (within one month of the final decision) to pay Miss B £300 for the distress caused by the delay in processing her complaint and completing the file audit and chronology. This is in addition to any reimbursement the Council makes to Miss B for avoidable costs incurred as a result of service actions. The Council also agreed (within two months of the final decision), to review its complaint procedures to ensure they are compliant with statutory guidance, including timescales and issue complaint staff with guidance about timescales for the statutory complaint procedure.	Miss B did not wish to accept £300 payment. Review of complaint procedures completed and further guidance/reminder issued to staff across service regarding statutory timescales.	12/10/2020 - LGSCO issued 'Remedy not complete but satisfied' outcome
3 People - ASC 19 005 588	Mr Y complained the Council failed to meet his brother Mr X's needs due to the inadequacy of his current supported living accommodation and it failed to deal with the disruptive behaviour of another tenant.	30/07/20	The LGSCO concluded any concerns Mr Y has about the current accommodation are matters for the housing association and are outside the LGSCO's jurisdiction. The LGSCO found no fault in the way the Council is meeting Mr X's needs or in respect of the taken action to address the concerns about the other tenant's behaviour. The LGSCO did find fault for failing to review Mr X's care plan.	The Council agreed (within three months of the final decision) to review Mr X's needs assessment and support plan.	Review of the support plan commenced 26/08/2020 and was completed/agreed 14/10/2020. Copy shared with LGSCO 29/10/2020.	05/11/2020 - LGSCO issued 'Remedy complete and satisfied' outcome.
4 Place - Housing & Neighbourhood Services 19 018 849	Mr K complained about how the Council has dealt with his housing situation.	28/08/20	During the investigation, the Council found that its files did not show how it considered all the information available to it and so it offered to review Mr K's case and if he is entitled to more priority, to backdate this. The LGSCO considered this a reasonable way to settle this complaint.	The Council agreed (within six weeks of the final decision) to review Mr K's case; to backdate any additional priority; and write to Mr K and the Ombudsman to confirm the outcome. The Council also agreed to consider whether there any lessons to be learned from Mr K's complaint and write to the Ombudsman and Mr K about this (within 10 weeks of the date of this decision).	Case reviewed and priority awarded. Service considered if any lessons to be learned but concluded overall issue was mainly due to lack of information from customer.	26/11/2020 - LGSCO issued 'Remedy complete and satisfied' outcome.
5 People - ASC 20 002 758	Mr X complained the Council underfunded his mother-in-law's care between 2017 and 2019 and as a result the family had to pay more than £9,000 in top-up fees to the care provider. He complains the care provider failed to respond to his correspondence or assist with the refund and did not properly deal with his complaint.	15/09/20	The LGSCO found that in 2019 Mrs Y's social worker noticed the Council's error and informed Mr X. Mr X raised the matter with the Council and the care provider and while the Council acknowledged its error and agreed to reimburse the family the care provider did not respond to his correspondence or phone calls and maintained the family had not overpaid and were not due a refund. The LGSCO noted the Council had now issued Mr X a refund for the overpayment and agreed to pay more than £250 in interest and a further £300 for his time and trouble.	No further action deemed necessary. Although Mr X remains unhappy with the care provider's handling of the matter and wants it to acknowledge its failures, improve its practices and apologise. The LGSCO will not investigate the complaint as the body commissioning Mrs Y's care the Council is responsible not only for its own actions but also for those of the care provider it commissioned to care for Mrs Y on its behalf. The Council acknowledges it failed to properly assess Mrs Y's care needs or to increase its funding for her care as required and it has provided a suitable remedy for this.	Not applicable	Not applicable
6 Place - Streets Ahead 17 004 913 (PUBLIC REPORT)	Mr G complained about the removal of street trees from his road as part of the Council's 'Streets Ahead' programme of works delivered by its contractor, Amey Hallam Highways plc.	18/09/20	The LGSCO welcomed the steps already taken by the Council to improve how it consults and makes decisions around street tree removals but recommended the following action to remedy the complaint: provide a public unreserved apology accepting the findings of this investigation which draw attention to general failings in the implementation of its 'Streets Ahead' policy; provide a private apology to Mr G's family to include specific recognition of its failings in its communications with him; share with the LGSCO the further detailed proposals it has for embedding transparency within its new tree strategy and how it proposes to ensure its contracts and management agreements reflect its new street tree strategy; and consider further how it can ensure contractors and managers are aware of the need to signpost correspondents to the Council's complaint procedure whenever appropriate. Consider if there are wider implications for how it delivers services and lessons it should learn as a result of how it implemented its Streets Ahead programme. In particular, how it can embed the principles of openness and accountability across all its services.	Report considered by Cabinet 21/10/20. Resolved that Cabinet: (a) endorses the publication of a public unreserved apology accepting the findings of the Local Government & Social Care Ombudsman investigation; (b) notes that the Cabinet Member for Environment, Streetscene and Climate Change has provided a private apology to the family of Mr G recognising the failings of the Council in its communications with him; (c) notes that the Street Tree Partnership Working Strategy details the new, transparent decision process for tree removals, and the additional information requirements from the contractor in submitting the recommendation; (d) notes that the Highways Maintenance (Streets Ahead client team) and contractor will receive additional training in the Council's complaints procedure; (e) notes the work that is being done to embed openness and transparency across all of the Council's services; and (f) approves the funding for Sheffield Archives Service to establish and manage the creation of a complete archive of SCC tree related material to be held within the City Archives in perpetuity.	14/10/2020 - Apology letter posted to family. 04/11/2020 - Link to public apology issued sent to LGSCO. 06/11/2020 - Complaints Manager attended Highways Service Meeting to deliver complaints briefing/refresher. 17/12/2020 - Link to information and updates in respect of the Sheffield Street Tree Partnership (including meeting minutes) shared with LGSCO to evidence the progress made on the new process and transparency. LGSCO also informed that managers have also been asked to complete the online 'complaints module' training on the Council's Sheffield Development Hub and a more detailed training session via Zoom is being organised (based on existing ½ day classroom course aimed at those tasked with investigating and responding to complaints). 14/11/2020 - Further specific comment provided on how the Council is embedding the principles of openness and accountability across all its services.	22/01/2021 - LGSCO issued compliance outcome 'Remedy complete and satisfied'

7	People - SEND 18 004 957 (PUBLIC REPORT)	Miss B, complained the Council did not properly provide for her son G's education and Special Educational Needs between September 2014 and September 2019.	25/09/20	The LGSCO found fault by the Council because: <ul style="list-style-type: none"> it did not name School Y in G's Statement of SEN in 2015 within the timescale set out in statutory guidance; it did not transition G from his Statement of SEN to an EHCP when it said it would; Miss B experienced a four month delay before receiving G's final EHCP; there was an excessive delay between January 2016 and April 2018 in finding school placement for G; it did not maintain G's alternative provision through Provider 1 during the transition to School Z, as specified in his EHCP; it did not provide appropriate transport for G for several weeks when he began to attend School Z; it did not communicate effectively with Miss B; it took no action to address the concern expressed by Miss B about Settlement to school meals; it did not meet G's entitlement to a full-time education and by extension, did not make appropriate SEN provision; there was a delay of over four months before the Council started to arrange an investigation into Miss B's complaint; its investigation into her complaint did not consider the impact of its findings on Miss B or G; and it is not certain that the action the Council says it has taken has fully resolved the significant issues of systemic concern highlighted by its investigation. 	Report considered by Cabinet 16/12/2020. Resolved that Cabinet agrees the actions taken following publication of the Ombudsman report. Council had already agreed to apologise individually to Miss B and G for the fault identified; pay G a total of £19,950, for his missed education provision; pay £250 to Miss B for the time and trouble in making her complaint; pay £800 to Miss B for the avoidable distress caused by having to delay her education and the loss of respite; pay Miss B £467 for G's lost school meal entitlement from May 2017; immediately review all alternative provision currently being made to identify and report back to the relevant committees about issues identified and the development of a SMART action plan to address the following: <ul style="list-style-type: none"> any EHCP that names a non-educational provider; any inadequate alternative education provision; and any alternative provision that is not subject to a contract or has not been commissioned in line with the Council's agreed procedures. Also agreed to arrange during September for an Educational Psychologist to work with the school and the family to establish any additional and unidentified needs due to G's experience and update his EHCP accordingly and ensure that G is receiving provision to address the identified needs within three months of the date of this report.	November 2020 - Apologies issued to Miss B and G. 10/12/2020 Agreed financial payments made to bank account 16/12/2020 - Report to Cabinet confirmed that the Council has reviewed alternative provision being made within EHC Plans and is developing an action plan building on a review conducted last year to ensure that the recommendations of the ombudsman are addressed via the review. The action plan for developing the curriculum intent and revised framework will be completed in January 2021 as part of building on the previous review. Action Plan shared with LGSCO 16/03/21. Report to Cabinet further confirmed the Educational Psychology Service has started work with the school and family to identify any potential additional support that G requires including contact with the family, school and services such as CAMHS to ensure that assessments are updated so that a full report can be issued in December. The Educational Psychologist's report was completed 22/12/20. Annual Review initially delayed and held 06/05/2021 - Notes/AR record shared with LGSCO on 21/06/2021.	28/06/21 - LGSCO issued "remedy complete and satisfied with action taken (late)".
8	Place - Housing and Neighbourhood Services - 201914523	Ms X complained about the Council's response to and handling of the reports of ASB from current and former tenancy; handling of the her community trigger applications and complaint handling.	12/10/20	HO deemed complaint about the handling of her community trigger applications to be outside jurisdiction. The HO found no maladministration by the landlord in respect of its response to and handling of the resident's reports of ASB from current or former tenancy but did find service failure by the landlord in respect of its complaint handling.	HO ordered Council to pay Ms X £100 compensation in respect of its complaint handling and the time and trouble she would have spent pursuing the matter (within four weeks of decision).	Payment made to rent account and apology letter issued 21/10/20.	06/11/20 - HO confirmed closure of case.
9	People ASC - 18 016 351	Mr B complains on behalf of his partner, Ms C, about the quality of care she received between August and November 2018. Care arranged by the Council and delivered by care provider.	13/11/2020	On balance the LGSCO found the Care Provider failed to always meet standards expected in caring for Ms C including failure to keep appropriate records around visits and contacts; failure to investigate reported incidents and failure to take reasonable steps to ensure female carer attended. LGSCO also found failure by Council to follow basic good administrative practice when Mr B first made service aware of concerns including failure to ensure adequate investigation and failure to keep a record of key meeting, which was compounded by poor/delayed complaint handling.	LGSCO gave credit to the Council for refunding to Ms C all fees paid for the care given by the Care Provider and writing off any balance due and because of this and given Mr B's own wishes did propose a financial remedy. The Council agreed (within 20 working days of decision) to provide a written apology to Mr B and Ms C accepting the findings of the investigation; Also (within three months) to write to LGSCO to clarify what further steps it has taken to assure itself the Care Provider: <ul style="list-style-type: none"> has satisfactory procedures in place to ensure the safe administration of medication to users of its services; has satisfactory training in place to ensure the safe moving, handling and transfers of users of its services; keeps adequate records on its client files of such matters as the user of services' preference for care workers of a specific gender; how it records concerns or complaints from users of services including those brought to its attention by the Council; undertakes prompt investigation into any concerns raised about the practice of individual care workers. Also (within three months) write to LGSCO to clarify what further steps it has taken: <ul style="list-style-type: none"> to ensure that its social care staff ensure investigation of concerns raised by users of services; to ensure that its social care staff maintain oversight where they have asked a Care Provider to look into a user of service's concern; to ensure that officers asked to respond to complaints are reminded of the need to respond to the individual concerns around poor care raised by complainants; as well as considering broader questions of care provider's policy and practice; to ensure timely responses to complaints and steps it has taken to avoid a repeat of the communication breakdown between its social care and contracts team that it says caused delay in replying to Mr B's complaint. 	02/12/20 - Apology letter sent 31/03/21 - Chronology shared with LGSCO detailing contract monitoring and support visits undertaken and evidencing review of moving and handling training. 24/05/21 - Further evidence shared with LGSCO that various background documentation has been revisited and reviewed with Provider to ensure Provider aware of their responsibilities in completion of these documents and to also ensure compliance with the contract in place. This included: <ul style="list-style-type: none"> Summary statement from Provider outlining their approach for Person Centred Care Plans and actions taken following concerns raised regarding a staff member. Provider Complaints and Compliments Policy. Incident Report Form Investigation Disciplinary process Person centred care plan (PCP) Person centred medication plan (PCM) Risk Assessment documents Provider Service User Guide Provider confirms all Care workers are encouraged to read entire care plans to ensure important information is not missed for any client. Care plans are supported by additional documents such as risk assessments and if require, a medication care plan.	22/06/2021 - LGSCO issued "Remedy complete and satisfied" outcome.
10	People ASC - 19 019 521	Mr X complained about distress caused to him and his wife because of errors the Council made with a care assessment. He also complained the Council commissioned care with a provider he had complained about previously.	24/11/2020	The LGSCO found multiple errors in the assessment report the Council sent Mr and Mrs X. The issues with the assessment led to concern and anxiety and a loss of trust in the Council meeting Mrs X's needs and this took some time to resolve. There was further fault when a communication breakdown led to the Council commissioning care from Care Provider A. The Care Provider acknowledged due to an error when the Council cancelled the service, the visit still went ahead. The LGSCO concluded this would not have happened, had the Council clearly communicated Mr and Mrs X's wishes to the team organising her care.	The Council had already apologised to Mr and Mrs X and taken steps to ensure the same problems are not repeated. However, to recognise the distress and anxiety caused by the failings set out above the Council agreed to make a payment of £100 to them (within four weeks of final decision).	11/12/20 - Email to Mr X to confirm that £100 payment (cheque) will be posted out on Wednesday 16th December - copy shared with LGSCO.	17/12/2020 - LGSCO issued "Remedy complete and satisfied" outcome.

11	Partner - Streets ahead 20 007 173	Mrs Y complained about pavement works the Council carried out outside her home.	11/12/2020	The LGSCO found that following initial works the Council arranged an inspection and some remedial works in response to Mrs Y's complaint. Using its professional opinion, the Council is satisfied no further action is needed for the pavement to meet the required standard. LGSCO decided not to investigate as unlikely they would find fault by the Council which has caused Mrs Y an injustice which has not already been remedied.	Not applicable	Not applicable	Not applicable
12	People ASC - 20 000 246	Ms B complained the Council failed to involve her as next of kin or take account of her father's wishes when placing him in a care home. Ms B complained the Council placed her father in an inappropriate placement, delayed meeting with her father to discuss his wishes, delayed completing a deprivation of liberty application, delayed completing a mental capacity assessment, failed to hold a best interests meeting, failed to carry out a safeguarding investigation and delayed completing an assessment when he was ready for discharge from hospital.	15/01/2021	The LGSCO found the Council delayed meeting Ms B's father and in carrying out a mental capacity assessment and safeguarding investigation but no fault in the other parts of the complaint. The Council's delay caused Ms B distress and created some uncertainty about whether the outcome would have been different.	The Council agreed (within one month of decision) to apologise to Ms B for the faults identified in this statement and pay her £400 to reflect her distress and the time and trouble she had to go to pursuing the complaint. Also (within two months) the Council agreed to draw up an action plan to address the faults identified (or provide evidence its practice development programme does so). That action plan to include: • consideration of how to keep the service user/vulnerable adult at the centre of the planning rather than being deflected by what the family's wishes are; • carrying out mental capacity assessments where a person's mental capacity is questioned and arranging a best interests meeting as soon as possible following that if the person is assessed as not having capacity; • the need to fully complete the record from the best interests meeting to show the options considered and the final decision reached; • consideration of the circumstances in which advocacy should be considered and/or some type of mediation where there is a difference of opinion or a person wants to return home and the partner disagrees; and • consideration of progressing a safeguarding referral where a family has requested it be put on hold.	11/02/2021 - Copy of apology letter sent to LGSCO alongside confirmation that £400 compensation payment will be made on the 16/02/2021. 19/03/2021 - Copy of updated Action Plan (with supporting documents) shared with LGSCO confirming following: - A series of practice development webinars have been developed to support staff in a number of different areas including Safeguarding, Financial conversations, Carers, Advocacy and the statutory assessment (Conversation 3). - Key messages around advocacy shared with staff and guidance around assessment (Conversation 3) circulated and discussed at team manager level, who are sharing with their staff. - Development of a legal literacy training course for staff covering the Mental Capacity Assessment and Best Interest processes. - Skills audit as part of the personal development review process will check individual training needs.	23/03/2021 - LGSCO issued 'Remedy complete and satisfied' outcome
13	Place - Housing and Neighbourhood Services - 19 020 639	Mr B complained that the Council failed to consult with garage tenants before removing parking enforcement in 2016; failed to monitor and enforce parking in the area since then; wrongly issued him with notices to quit his garage tenancy; and completed a flawed consultation on a Traffic Regulation Order in January 2020.	20/01/2021	LGSCO ruled most points of complaint outside jurisdiction (parking enforcement and the management of his garage tenancy are matters managed by council acting as a registered social housing provider). LGSCO did consider Mr B's complaint that the Council completed a flawed consultation on a Traffic Regulation Order (TRO) in January 2020 as this was a process managed by the Council acting as local traffic authority. LGSCO found the Council was at fault in that the consultation letter contained an incorrect response date and the signs were put up late. However these errors did not cause Mr B a significant injustice as closing date was extended and residents were given a full opportunity to respond.	No remedy/service improvements recommended.	Not applicable	Not applicable
14	People - School Admissions/ Democratic Services - 20 002 945	Mr B complained the Council did not carry out his son's school admissions appeal correctly. Mr B complained the Council did not give his son a place at the same school as his sibling and this caused the family distress and inconvenience.	12/02/2021	LGSCO found the emergency regulations required the Council to give appellants at least 14 calendar days' written notice of an appeal hearing but only gave Ms C ten calendar days, fewer than the number required which was fault. However, the LGSCO did not consider this fault caused Mr B, Ms C or D significant injustice. The LGSCO further found the Council carried out the Infant Class Size (ICS) appeal hearing in line with the School Admissions Code, School Admission Appeals Code and School Admissions (England) (Coronavirus) (Appeals Arrangements) (Amendment) Regulations 2020 (the 2020 regulations). The	No remedy/service improvements recommended.	Not applicable	Not applicable
15	People Children & Families (Preparation for Adulthood Team) 19 020 813	Ms X complained the Council delayed providing a care package for her adult son, Mr Y, so his needs were not met, and inappropriately questioned Mr Y's proposed personal assistant as part of the process. This caused her and Mr Y distress and frustration. Ms X also complained the Council failed to review the care package since its introduction and it was not sufficient to meet Mr Y's needs. In particular, it did not include any access to transport or mileage provision.	15/02/2021	LGSCO found the Council was at fault. It took too long to complete needs assessment and support plan; failed to properly consider whether to award transport costs, failed to review the plan and inappropriately questioned a prospective personal assistant as part of the process.	The Council agreed (within one month of final decision) to apologise to Mr Y and pay him £500 to acknowledge the loss of support, frustration and distress caused by the identified faults. It has also agreed to apologise to Ms X and pay her £250 to acknowledge the frustration, distress and missed respite caused by the identified faults. The Council also agreed (within two months) to review Mr Y's needs assessment and support plan. In particular, consider whether to provide transport costs as part of his care and support plan.	05/03/2021 - Apology letter posted 16/03/2021 - Agreed payments made - confirmation sent to LGSCO 24/03/2020. 16/04/21 - Copy of updated support plan sent to LGSCO.	16/04/2021 - LGSCO issued 'Remedy complete and satisfied' outcome.
16	Resources - Customer Services 20 004 908	Mrs X complains the Council failed to properly consider her application to renew her concessionary travel pass.	24/02/2021	LGSCO found fault. The Council failed to undertake an adequate assessment of Mrs X's mobility in considering her application for a renewal of a concessionary travel pass. The LGSCO concluded a telephone assessment was not a sufficient way to accurately assess a person's mobility and Mrs X qualified for a pass for the last ten years there would need to be a material change in either her circumstances or the relevant policy or law in order for her to no longer qualify and the Council has provided no evidence to show such a change in circumstances.	The Council agreed to provide Mrs X with a temporary travel pass until it is able to arrange a face-to-face assessment of her mobility. It also agreed to provide Mrs X with a written apology for its failure to properly assess her mobility.	15/03/21 - Apology letter sent and copy shared with LGSCO 18/03/2021. Letter confirms that the Travel Permit authorisation letter was posted on the 09/03/2021 and this permit is for a period of 6 months.	25/03/21 - LGSCO issued 'Remedy complete and satisfied' outcome.

17	People - School Admissions/ Democratic Services 20 007 278	Mr D complained there was fault in the way the Council and the school admission panel dealt with his appeal for a school place for his daughter, C.	05/03/2021	The LGSCO found the Council gave insufficient notice of the appeal hearing and fault with the way the appeal was conducted by the panel members with no evidence in the panel notes that show how the Council proved that admitting further pupils would cause prejudice and that it considered the evidence properly. This causes uncertainty as the outcome of the appeal might otherwise have been different.	The Council agreed to arrange a fresh appeal with a different panel and different appeal clerk as soon as possible in order that the appeal may be heard properly. The Council agreed the Panel would take place and the decision issued within one month.	Following decision, Admissions Team confirmed that the child in question had now been placed at the school and so no requirement for a further appeal to be arranged.	25/03/2021 - LGSCO issued 'Remedy complete and satisfied' outcome
18	People - C&F/ASC Preparation for Adulthood 19 015 370 Joint investigation LGSCO/PHSO	Mrs A complained about the Council's and the CCG's actions in relation to arranging and funding care for two of her children, Mr Y and Ms Z. Specifically, Mrs A complained about a) an unreasonable and avoidable delay in agreeing home-based support plans for Mr Y and Ms Z; from 2016 to 2019 for Mr Y and from 2018 to 2019 for Ms Z; and b) An unreasonable delay in responding to her complaints about these matters.	08/03/21	The Ombudsmen found there was an extensive avoidable delay in the Council assessing two young adults' needs and producing a support plan for their care at home. This situation caused their mother significant avoidable stress which is an injustice.	The Council agreed (within one month of final decision) to write to Mrs A to acknowledge the full extent of the avoidable delays in its assessments of Mr Y's and Ms Z's need for support at home; to reiterate its acknowledgement of delays in the complaints process; and apologise to Mrs A for the avoidable stress, frustration, time and trouble these delays caused her. The Council also agreed within two months to pay Mrs A £1,000 to serve as a tangible, symbolic recognition of the injustice she suffered, and the prolonged nature of it, as a result of the delays in this case. The Council further agreed (within three months) to review the circumstances of this case to identify the reasons why the assessments took so long and should produce a SMART action plan to address any issues its review identifies, with the aim of preventing recurrences.	26/03/2021 - Letter sent to Ms A and copy shared with LGSCO 09/04/2021. 20/04/2021 - Payment of £1,000 processed via BACS and LGSCO updated. 21/05/2021 - Further letter inc apology sent as initial letter not received - LGSCO updated. 07/06/2021 - Update sent to LGSCO outlining ongoing review/project looking area of transitions, when children transfer into adult services. New transitions team to be set up which will work alongside Social Workers from year 9 and they will continue to work the case until the child reaches 18. Also looking into an Occupational Therapist being part of the Team. Changes to the way the Service works are due to be implemented by September 2021 with aim that families have a better and more holistic response to the additional challenges faced by parents of children with complex needs. This will ensure that information is shared at an earlier stage in the process and plans are in place ensuring a smooth transition.	10/06/2021 - LGSCO issued 'Remedy complete and satisfied' outcome.