

Reference	Authority	Category	Received
21014685	Oxfordshire County Council	Adult Care Services	10/01/2022
20008770	Oxfordshire County Council	Education & Childrens Services	07/06/2021
20011424	Oxfordshire County Council	Education & Childrens Services	03/09/2021
20012227	Oxfordshire County Council	Adult Care Services	07/04/2021
20013394	Oxfordshire County Council	Education & Childrens Services	21/10/2021
20014404	Oxfordshire County Council	Adult Care Services	14/04/2021
21000158	Oxfordshire County Council	Adult Care Services	07/04/2021
21000180	Oxfordshire County Council	Education & Childrens Services	14/04/2021
21000368	Oxfordshire County Council	Adult Care Services	13/04/2021
21000865	Oxfordshire County Council	Adult Care Services	20/04/2021
21001561	Oxfordshire County Council	Education & Childrens Services	05/05/2021
21001642	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	06/05/2021
21002475	Oxfordshire County Council	Corporate & Other Services	21/05/2021
21002530	Oxfordshire County Council	Adult Care Services	21/05/2021
21003092	Oxfordshire County Council	Education & Childrens Services	02/06/2021
21003152	Oxfordshire County Council	Education & Childrens Services	03/06/2021
21003455	Oxfordshire County Council	Adult Care Services	28/06/2021
21003656	Oxfordshire County Council	Education & Childrens Services	11/06/2021
21004488	Oxfordshire County Council	Adult Care Services	28/06/2021
21005314	Oxfordshire County Council	Education & Childrens Services	13/07/2021
21005436	Oxfordshire County Council	Adult Care Services	05/01/2022
21005704	Oxfordshire County Council	Planning & Development	20/07/2021
21006155	Oxfordshire County Council	Education & Childrens Services	27/07/2021
21006222	Oxfordshire County Council	Education & Childrens Services	27/07/2021
21006656	Oxfordshire County Council	Education & Childrens Services	04/08/2021
21006696	Oxfordshire County Council	Education & Childrens Services	05/08/2021
21006932	Oxfordshire County Council	Other	10/08/2021
21007422	Oxfordshire County Council	Education & Childrens Services	18/08/2021
21007684	Oxfordshire County Council	Education & Childrens Services	25/08/2021
21007767	Oxfordshire County Council	Education & Childrens Services	26/08/2021
21007826	Oxfordshire County Council	Highways & Transport	09/09/2021
21007911	Oxfordshire County Council	Adult Care Services	14/09/2021

21008862	Oxfordshire County Council	Education & Childrens Services	10/01/2022
21008924	Oxfordshire County Council	Highways & Transport	17/09/2021
21009141	Oxfordshire County Council	Education & Childrens Services	17/11/2021
21009170	Oxfordshire County Council	Adult Care Services	15/10/2021
21009723	Oxfordshire County Council	Education & Childrens Services	09/12/2021
21010102	Oxfordshire County Council	Highways & Transport	11/10/2021
21010344	Oxfordshire County Council	Education & Childrens Services	20/10/2021
21010359	Oxfordshire County Council	Highways & Transport	21/10/2021
21010769	Oxfordshire County Council	Education & Childrens Services	04/01/2022
21011356	Oxfordshire County Council	Education & Childrens Services	01/11/2021
21011436	Oxfordshire County Council	Education & Childrens Services	03/11/2021
21011819	Oxfordshire County Council	Highways & Transport	20/12/2021
21012312	Oxfordshire County Council	Education & Childrens Services	17/11/2021
21012445	Oxfordshire County Council	Adult Care Services	30/11/2021
21013153	Oxfordshire County Council	Adult Care Services	21/01/2022
21013401	Oxfordshire County Council	Education & Childrens Services	06/12/2021
21013539	Oxfordshire County Council	Education & Childrens Services	09/12/2021
21013838	Oxfordshire County Council	Education & Childrens Services	15/12/2021
21014104	Oxfordshire County Council	Highways & Transport	21/12/2021
21014264	Oxfordshire County Council	Education & Childrens Services	04/01/2022
21014498	Oxfordshire County Council	Education & Childrens Services	05/01/2022
21014943	Oxfordshire County Council	Highways & Transport	12/01/2022
21015003	Oxfordshire County Council	Education & Childrens Services	13/01/2022
21015257	Oxfordshire County Council	Corporate & Other Services	18/01/2022
21015689	Oxfordshire County Council	Highways & Transport	26/01/2022
21016688	Oxfordshire County Council	Education & Childrens Services	10/02/2022
21016817	Oxfordshire County Council	Education & Childrens Services	14/02/2022
21016881	Oxfordshire County Council	Education & Childrens Services	23/02/2022
21016948	Oxfordshire County Council	Education & Childrens Services	16/02/2022
21017421	Oxfordshire County Council	Education & Childrens Services	08/03/2022
21017982	Oxfordshire County Council	Education & Childrens Services	07/03/2022
21018953	Oxfordshire County Council	Education & Childrens Services	29/03/2022

Reference	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
20004066	Adult Care Services	24/11/2021	Upheld	mal no inj		
20005855	Highways & Transport	04/08/2021	Not Upheld	no mal		
20006220	Education & Childrens Services	21/04/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance,Procedure or policy change/review	The Council agreed to review its procedures to make sure that all requests for an Education, Health and Care needs assessment are dealt with in line with the statutory guidance. The Council agreed to review the information it provides parents to clarify the position with appeal timescales if they are awaiting a decision from the Council's Panel on a special school placement. The Council agreed to remind staff of the importance of providing parents with the outcome of Panel meetings on a special school placement within ten days of the meeting.
21014685	Adult Care Services	21/03/2022	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
20007694	Education & Childrens Services	29/06/2021	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance	• Remind staff that officers must be available for a meeting with the child's parent or the young person on request if they wish to discuss the content of the draft EHCP • Remind staff to ensure there is effective co-ordination of the assessment and development process for an EHCP, including timing meetings to minimise family disruption
20007719	Education & Childrens Services	11/05/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	• Review its practice for SEN officer attendance at annual reviews prior to transition. If an SEN officer is unable to attend the review meeting it should be able to evidence how it will ensure it does not repeat the faults in this case. • Review its procedure and practice in relation to issuing EHCP's within the statutory timeframe for transition to post-16 education. It should evidence how it will ensure it meets these timeframes to avoid repeating the fault in this case.
20008770	Education & Childrens Services	08/07/2021	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble	
20009409	Education & Childrens Services	24/08/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Financial Redress: Quantifiable Loss,Procedure or policy change/review	The Council agreed to review its procedures on how it manages children who are out of education for reasons other than exclusion or illness. The review should include a reminder to staff that where the Council cannot reintegrate a child back into school or decides not to take legal action for non-attendance then it has a duty to provide alternative provision.
20011424	Education & Childrens Services	20/10/2021	Closed after initial enquiries	Sch 5.1 court proceedings		
20011555	Education & Childrens Services	05/07/2021	Upheld	mal & inj	Apology	
20012227	Adult Care Services	24/08/2021	Not Upheld	no mal		
20013394	Education & Childrens Services	15/12/2021	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble	
20013514	Highways & Transport	16/09/2021	Not Upheld	No worthwhile outcome achievable by further investigation		
20014056	Corporate & Other Services	30/04/2021	Closed after initial enquiries	Sch 5.4 personnel		
20014250	Education & Childrens Services	17/11/2021	Upheld	mal & inj	Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	The Council will review its policies and procedures for post-16 Education Health and Care plan annual reviews.
20014404	Adult Care Services	21/12/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance	The Council will provide us with evidence that it reminded staff of the need to begin sourcing alternative domiciliary care as a contingency if an existing care package breaks down.
21000158	Adult Care Services	12/07/2021	Closed after initial enquiries	26B(2) not made in 12 months		
21000180	Education & Childrens Services	14/04/2021	Referred back for local resolution	Premature Decision - advice given		
21000368	Adult Care Services	29/07/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21000865	Adult Care Services	17/11/2021	Not Upheld	no mal		
21001561	Education & Childrens Services	05/07/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
21001642	Environmental Services & Public Protection & Regulation	30/06/2021	Closed after initial enquiries	Not warranted by alleged injustice		
21002475	Corporate & Other Services	21/05/2021	Referred back for local resolution	Premature Decision - advice given		
21002530	Adult Care Services	15/11/2021	Not Upheld	No worthwhile outcome achievable by further investigation		
21003092	Education & Childrens Services	03/02/2022	Upheld	mal & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	Review its practices for conducting Annual Reviews to ensure they are conducted in line with the SEND Code of Practice. Conduct a review of Y's case and identify service improvements to be implemented for the benefit of service users in the future.
21003152	Education & Childrens Services	22/07/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21003455	Adult Care Services	08/09/2021	Closed after initial enquiries	26B(2) not made in 12 months		
21003656	Education & Childrens Services	11/06/2021	Referred back for local resolution	Premature Decision - advice given		
21004488	Adult Care Services	25/01/2022	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service	
21005314	Education & Childrens Services	13/07/2021	Referred back for local resolution	Premature Decision - advice given		
21005704	Planning & Development	08/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21006155	Education & Childrens Services	16/09/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21006222	Education & Childrens Services	27/07/2021	Referred back for local resolution	Premature Decision - advice given		
21006656	Education & Childrens Services	04/08/2021	Referred back for local resolution	Premature Decision - advice given		
21006696	Education & Childrens Services	04/10/2021	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
21006932	Other	10/08/2021	Advice given	Signpost - go to advice agency		
21007826	Highways & Transport	23/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21007911	Adult Care Services	14/09/2021	Referred back for local resolution	Premature Decision - advice given		
21008924	Highways & Transport	16/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21009170	Adult Care Services	23/03/2022	Not Upheld	Other reason not to continue with investigation		
21010102	Highways & Transport	11/11/2021	Closed after initial enquiries	26(6)(c) Court remedy		
21010359	Highways & Transport	30/11/2021	Referred back for local resolution	Premature Decision - referred to BinJ		
21011356	Education & Childrens Services	01/11/2021	Referred back for local resolution	Premature Decision - advice given		
21011436	Education & Childrens Services	10/12/2021	Upheld	Injustice remedied during LGO consideration	Financial redress: Loss of service,Provide services/information to others affected	
21011819	Highways & Transport	25/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21012312	Education & Childrens Services	05/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21012445	Adult Care Services	22/02/2022	Closed after initial enquiries	Other reason not to investigate		
21013401	Education & Childrens Services	06/12/2021	Referred back for local resolution	Premature Decision - advice given		
21013838	Education & Childrens Services	21/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
21014104	Highways & Transport	26/01/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21014498	Education & Childrens Services	05/01/2022	Referred back for local resolution	Premature Decision - advice given		
21014943	Highways & Transport	10/02/2022	Closed after initial enquiries	26B(2) not made in 12 months		
21015003	Education & Childrens Services	13/01/2022	Incomplete/Invalid	Insufficient information to proceed and PA advised		
21015257	Corporate & Other Services	04/03/2022	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble	
21015689	Highways & Transport	28/02/2022	Closed after initial enquiries	Not warranted by alleged injustice		
21016688	Education & Childrens Services	10/03/2022	Referred back for local resolution	Premature Decision - referred to BinJ		
21016817	Education & Childrens Services	14/02/2022	Referred back for local resolution	Premature Decision - advice given		
21016881	Education & Childrens Services	10/03/2022	Closed after initial enquiries	Other reason not to investigate		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
20002153	Oxfordshire County Council	Education & Childrens Services	29-Jan-21	Financial redress: Avoidable distress/time and troubleProvide information/adviceProvide training and/or guidance	30-Apr-21	29-Apr-21	Remedy complete and satisfied
20006220	Oxfordshire County Council	Education & Childrens Services	21-Apr-21	Financial redress: Avoidable distress/time and troubleProvide training and/or guidanceProcedure or p	21-Jul-21	21-Jul-21	Remedy complete and satisfied
20007694	Oxfordshire County Council	Education & Childrens Services	29-Jun-21	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	29-Jul-21	26-Jul-21	Remedy complete and satisfied
20007719	Oxfordshire County Council	Education & Childrens Services	11-May-21	Financial redress: Avoidable distress/time and troubleProcedure or policy change/review	12-Jul-21	08-Jul-21	Remedy complete and satisfied
20008770	Oxfordshire County Council	Education & Childrens Services	07-Jul-21	Financial redress: Avoidable distress/time and trouble	01-Sep-21	17-Oct-21	Remedy completed late
20009409	Oxfordshire County Council	Education & Childrens Services	23-Aug-21	Financial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceFinancial Red	25-Oct-21	24-Oct-21	Remedy complete and satisfied
20011555	Oxfordshire County Council	Education & Childrens Services	05-Jul-21	Apology	05-Aug-21	06-Jul-21	Remedy complete and satisfied
20013394	Oxfordshire County Council	Education & Childrens Services	15-Dec-21	Financial redress: Avoidable distress/time and trouble	17-Jan-22	17-Jan-22	Remedy complete and satisfied
20014250	Oxfordshire County Council	Education & Childrens Services	17-Nov-21	Financial redress: Loss of serviceFinancial redress: Avoidable distress/time and troubleProcedure or	17-Feb-22	07-Feb-22	Remedy complete and satisfied
20014404	Oxfordshire County Council	Adult Care Services	21-Dec-21	Financial redress: Avoidable distress/time and troubleProvide training and/or guidance	21-Jan-22	21-Jan-22	Remedy complete and satisfied
21004488	Oxfordshire County Council	Adult Care Services	25-Jan-22	ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of service	28-Feb-22	22-Mar-22	Remedy complete and satisfied
21011436	Oxfordshire County Council	Education & Childrens Services	10-Dec-21	Financial redress: Loss of serviceProvide services/information to others affected	18-Mar-22	14-Jan-22	Remedy complete and satisfied
21015257	Oxfordshire County Council	Corporate & Other Services	04-Mar-22	Financial redress: Avoidable distress/time and trouble	04-Apr-22	27-Mar-22	Remedy complete and satisfied