

Reference	Authority	Category	Received
20005205	Oxfordshire County Council	Adult Care Services	23 Sep 2020
20000223	Oxfordshire County Council	Adult Care Services	28 May 2020
20001296	Oxfordshire County Council	Highways & Transport	29 Jul 2020
20001898	Oxfordshire County Council	Adult Care Services	17 Jul 2020
20002055	Oxfordshire County Council	Education & Childrens Services	21 Jul 2020
20002153	Oxfordshire County Council	Education & Childrens Services	22 Jul 2020
20002764	Oxfordshire County Council	Adult Care Services	06 Aug 2020
20003166	Oxfordshire County Council	Education & Childrens Services	11 Aug 2020
20003438	Oxfordshire County Council	Planning & Development	07 Oct 2020
20003451	Oxfordshire County Council	Education & Childrens Services	27 Aug 2020
20003502	Oxfordshire County Council	Education & Childrens Services	17 Aug 2020
20004629	Oxfordshire County Council	Highways & Transport	08 Sep 2020
20005024	Oxfordshire County Council	Education & Childrens Services	17 Sep 2020
20005770	Oxfordshire County Council	Education & Childrens Services	01 Oct 2020
20007890	Oxfordshire County Council	Adult Care Services	12 Nov 2020
20008499	Oxfordshire County Council	Adult Care Services	24 Nov 2020
20008770	Oxfordshire County Council	Education & Childrens Services	14 Dec 2020
20009742	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	22 Dec 2020
20009911	Oxfordshire County Council	Highways & Transport	04 Jan 2021
20010897	Oxfordshire County Council	Education & Childrens Services	19 Jan 2021
20011424	Oxfordshire County Council	Education & Childrens Services	29 Jan 2021
20012064	Oxfordshire County Council	Education & Childrens Services	10 Feb 2021
20012151	Oxfordshire County Council	Education & Childrens Services	12 Feb 2021
20012512	Oxfordshire County Council	Education & Childrens Services	19 Feb 2021
20012998	Oxfordshire County Council	Education & Childrens Services	02 Mar 2021
20013394	Oxfordshire County Council	Education & Childrens Services	11 Mar 2021
20014366	Oxfordshire County Council	Highways & Transport	29 Mar 2021
20004066	Oxfordshire County Council	Adult Care Services	25 Aug 2020
20005855	Oxfordshire County Council	Highways & Transport	10 Dec 2020
20006220	Oxfordshire County Council	Education & Childrens Services	09 Oct 2020
20007694	Oxfordshire County Council	Education & Childrens Services	10 Nov 2020
20007719	Oxfordshire County Council	Education & Childrens Services	10 Nov 2020

20009409	Oxfordshire County Council	Education & Childrens Services	15 Dec 2020
20011555	Oxfordshire County Council	Education & Childrens Services	19 Feb 2021
20013514	Oxfordshire County Council	Highways & Transport	11 Mar 2021
20014056	Oxfordshire County Council	Corporate & Other Services	24 Mar 2021
20014250	Oxfordshire County Council	Education & Childrens Services	29 Mar 2021

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service Improvement recommendations
19004582	Ofstedshire County Council	Adult Care Services	24 Jul 2020	Upheld	mal & inj	Financial redress: Avoidable distress/tme and trouble.Procedure or policy change/review	The Council has agreed to provide us with a copy of an action plan it has put in place which aims to ensure all people in receipt of its services receive an efficient and timely review.
20005205	Ofstedshire County Council	Adult Care Services	29 Oct 2020	Referred back for local resolution	Premature Decision - referred to BinJ		
19006856	Ofstedshire County Council	Education & Childrens Services	24 Sep 2020	Upheld	mal & inj	Apology/Provide information/advice	
19006879	Ofstedshire County Council	Adult Care Services	07 Aug 2020	Not Upheld	no mal		
19010444	Ofstedshire County Council	Education & Childrens Services	24 Nov 2020	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/tme and trouble	
19012746	Ofstedshire County Council	Education & Childrens Services	19 Aug 2020	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/tme and trouble.Provide training and/or guidance	The Council has also agreed to share with its officers this final decision.
19012762	Ofstedshire County Council	Adult Care Services	06 Oct 2020	Upheld	mal & inj	Apology	
19013820	Ofstedshire County Council	Adult Care Services	12 Oct 2020	Upheld	mal & inj	Apology/Financial redress: Avoidable distress/tme and trouble.Procedure or policy change/review	The Council has also agreed to share with its officers this final decision.
19014028	Ofstedshire County Council	Environmental Services & Public Protection & Requisition	21 Aug 2020	Not Upheld	no mal		The Council has agreed to ensure it considers all Blue Badge applications in line with the guidance, with detailed recording of this, part of its decisions.
19015128	Ofstedshire County Council	Highways & Transport	11 Sep 2020	Not Upheld	no mal		
19017100	Ofstedshire County Council	Adult Care Services	17 Feb 2021	Not Upheld	no mal		
19018663	Ofstedshire County Council	Planning & Development	07 Jul 2020	Not Upheld	no mal		
19018745	Ofstedshire County Council	Adult Care Services	10 Mar 2021	Not Upheld	no mal		
19021208	Ofstedshire County Council	Adult Care Services	18 Dec 2020	Not Upheld	no mal		
20000223	Ofstedshire County Council	Adult Care Services	28 May 2020	Incomplete/Invalid	Insufficient information to proceed and PA advised		
20001296	Ofstedshire County Council	Highways & Transport	07 Aug 2020	Closed after initial enquiries	26(1)(c) Court remedy		
20001888	Ofstedshire County Council	Adult Care Services	18 Nov 2020	Not Upheld	no mal		
20002055	Ofstedshire County Council	Education & Childrens Services	07 Sep 2020	Closed after initial enquiries	Other Agency better placed		
20002153	Ofstedshire County Council	Education & Childrens Services	29 Jan 2021	Upheld	mal & inj	Financial redress: Avoidable distress/tme and trouble.Provide information/advice.Provide training and/or guidance.Procedure or policy change/review	The Council will remind relevant staff that unofficial exclusions are unlawful, and provide guidance on actions to take if they become aware a school has unofficially excluded a pupil. The Council will review how it identifies children to whom it may have duties under Section 19 of the Education Act, especially where children are 'otherwise' not accessing education, and ensure
20002764	Ofstedshire County Council	Adult Care Services	24 Nov 2020	Not Upheld	no mal		
20003166	Ofstedshire County Council	Education & Childrens Services	11 Aug 2020	Advice given	Signpost - go to complaint handling		
20003438	Ofstedshire County Council	Planning & Development	01 Dec 2020	Closed after initial enquiries	26(1)(b) appeal to Minister		
20003451	Ofstedshire County Council	Education & Childrens Services	03 Oct 2020	Referred back for local resolution	Premature Decision - referred to BinJ		
20003502	Ofstedshire County Council	Education & Childrens Services	17 Sep 2020	Referred back for local resolution	Premature Decision - referred to BinJ		
20004629	Ofstedshire County Council	Highways & Transport	04 Nov 2020	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20005024	Ofstedshire County Council	Education & Childrens Services	17 Sep 2020	Referred back for local resolution	Premature Decision - advice given		
20005770	Ofstedshire County Council	Education & Childrens Services	01 Oct 2020	Referred back for local resolution	Premature Decision - advice given		
20007880	Ofstedshire County Council	Adult Care Services	23 Dec 2020	Closed after initial enquiries	No workable outcome achievable by investigation		
20008499	Ofstedshire County Council	Adult Care Services	24 Nov 2020	Referred back for local resolution	Premature Decision - advice given		
20008770	Ofstedshire County Council	Education & Childrens Services	14 Dec 2020	Referred back for local resolution	Premature Decision - advice given		
20009742	Ofstedshire County Council	Environmental Services & Public Protection & Requisition	22 Dec 2020	Referred back for local resolution	Premature Decision - advice given		
20009911	Ofstedshire County Council	Highways & Transport	11 Feb 2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
20010897	Ofstedshire County Council	Education & Childrens Services	19 Jan 2021	Referred back for local resolution	Premature Decision - advice given		
20011424	Ofstedshire County Council	Education & Childrens Services	29 Mar 2021	Referred back for local resolution	Premature Decision - advice given		
20012084	Ofstedshire County Council	Education & Childrens Services	10 Feb 2021	Referred back for local resolution	Premature Decision - advice given		
20012151	Ofstedshire County Council	Education & Childrens Services	12 Feb 2021	Referred back for local resolution	Premature Decision - advice given		
20012512	Ofstedshire County Council	Education & Childrens Services	19 Feb 2021	Referred back for local resolution	Premature Decision - advice given		
20012998	Ofstedshire County Council	Education & Childrens Services	02 Mar 2021	Referred back for local resolution	Premature Decision - advice given		
20013384	Ofstedshire County Council	Education & Childrens Services	11 Mar 2021	Referred back for local resolution	Premature Decision - advice given		
20014366	Ofstedshire County Council	Highways & Transport	29 Mar 2021	Referred back for local resolution	Premature Decision - advice given		

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
19004582	Oxfordshire County Council	Adult Care Services	24-Jul-20	Financial redress: Avoidable distress/time and troubleProcedure or policy change/review	18-Sep-20	17-Sep-20	Remedy complete and satisfied
19006856	Oxfordshire County Council	Education & Childrens Services	24-Sep-20	ApologyProvide information/advice	26-Oct-20	08-Oct-20	Remedy complete and satisfied
19007554	Oxfordshire County Council	Adult Care Services	02-Mar-20	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	08-Jul-20	08-Jul-20	Remedy complete and satisfied
19010444	Oxfordshire County Council	Education & Childrens Services	24-Nov-20	ApologyFinancial redress: Avoidable distress/time and trouble	24-Dec-20	23-Dec-20	Remedy complete and satisfied
19012746	Oxfordshire County Council	Education & Childrens Services	19-Aug-20	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	16-Sep-20	16-Sep-20	Remedy complete and satisfied
19012782	Oxfordshire County Council	Adult Care Services	06-Oct-20	Apology	06-Nov-20	04-Nov-20	Remedy complete and satisfied
19013820	Oxfordshire County Council	Adult Care Services	12-Oct-20	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	14-Dec-20	14-Dec-20	Remedy complete and satisfied