

Local Government & Social Care OMBUDSMAN

19 July 2023

By email

Dr Reeves
Chief Executive
Oxfordshire County Council

Dear Dr Reeves

Annual Review letter 2022-23

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2023. The information offers valuable insight about your organisation's approach to complaints. As always, I would encourage you to consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

The end of the reporting year, saw the retirement of Michael King, drawing his tenure as Local Government Ombudsman to a close. I was delighted to be appointed to the role of Interim Ombudsman in April and look forward to working with you and colleagues across the local government sector in the coming months. I will be building on the strong foundations already in place and will continue to focus on promoting improvement through our work.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on 'borderline' issues, so we are naturally finding a higher proportion of fault overall.

Our average uphold rate for all investigations has increased this year and you may find that your organisation's uphold rate is higher than previous years. This means that comparing uphold rates with previous years carries a note of caution. Therefore, I recommend comparing this statistic with

that of similar organisations, rather than previous years, to better understand your organisation's performance.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we were satisfied with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 26 July 2023. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Your organisation's performance

During the year, we [issued a public report](#) about your Council's failure to provide suitable education to an autistic boy who was unable to attend school due to anxiety. Our investigation found the Council did not check what education was on offer and did not review whether the school could meet the boy's needs. We identified the online education provided by the school was unsuitable as there was no direct teaching. We also criticised the Council's six-month delay in issuing the boy's Education, Health and Care (EHC) plan. This delayed the identification of the boy's needs and the provision required to meet them. In addition, we found the Council's complaint handling in this case to be poor.

To remedy the injustice to the boy and his mother, we asked the Council to make a payment of £5,000 to the mother to acknowledge her son's missed suitable education, the distress caused and the impact on her ability to work. We also asked the Council to reimburse £2,200 incurred by the mother in commissioning a private educational psychologist assessment due to the delays in dealing with the boy's EHC plan. In addition, we asked the Council to ensure officers are aware of their duty to provide alternative education to children who cannot attend school and to ensure it can track pupils who require alternative provision. I am pleased to note my satisfaction with the Council's actions in this case.

Supporting complaint and service improvement

I know that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling

code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

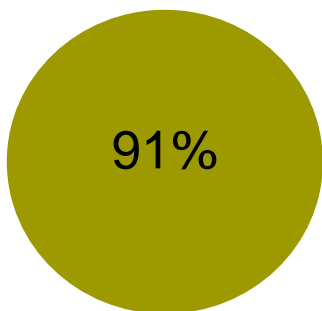
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops during the year, reaching more than 1350 people. To find out more visit www.lgo.org.uk/training or get in touch at training@lgo.org.uk.

Yours sincerely,



Paul Najsarek
Interim Local Government and Social Care Ombudsman
Interim Chair, Commission for Local Administration in England

Complaints upheld



91% of complaints we investigated were upheld.

This compares to an average of **80%** in similar organisations.

30
upheld decisions

Statistics are based on a total of **33** investigations for the period between 1 April 2022 to 31 March 2023

Compliance with Ombudsman recommendations



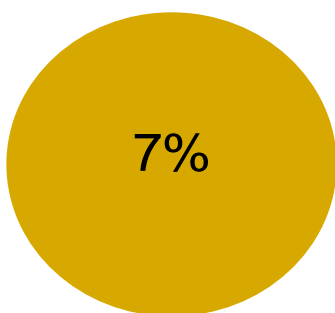
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **100%** in similar organisations.

Statistics are based on a total of **28** compliance outcomes for the period between 1 April 2022 to 31 March 2023

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedy provided by the organisation



In **7%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **6%** in similar organisations.

2
satisfactory remedy decisions

Statistics are based on a total of **30** upheld decisions for the period between 1 April 2022 to 31 March 2023

| Reference | Authority | Category | Received |
|-----------|----------------------------|--------------------------------|------------|
| 21018778 | Oxfordshire County Council | Education & Childrens Services | 05/04/2022 |
| 22000090 | Oxfordshire County Council | Education & Childrens Services | 20/06/2022 |
| 22000103 | Oxfordshire County Council | Education & Childrens Services | 04/04/2022 |
| 22000331 | Oxfordshire County Council | Education & Childrens Services | 08/04/2022 |
| 22000667 | Oxfordshire County Council | Adult Care Services | 14/04/2022 |
| 22000739 | Oxfordshire County Council | Education & Childrens Services | 15/04/2022 |
| 22000999 | Oxfordshire County Council | Education & Childrens Services | 03/05/2022 |
| 22001392 | Oxfordshire County Council | Adult Care Services | 11/05/2022 |
| 22001488 | Oxfordshire County Council | Education & Childrens Services | 04/05/2022 |
| 22001562 | Oxfordshire County Council | Education & Childrens Services | 13/05/2022 |
| 22002160 | Oxfordshire County Council | Adult Care Services | 06/06/2022 |
| 22002535 | Oxfordshire County Council | Education & Childrens Services | 26/05/2022 |
| 22002631 | Oxfordshire County Council | Education & Childrens Services | 27/05/2022 |
| 22002681 | Oxfordshire County Council | Highways & Transport | 30/05/2022 |
| 22002748 | Oxfordshire County Council | Highways & Transport | 27/06/2022 |
| 22002808 | Oxfordshire County Council | Highways & Transport | 01/06/2022 |
| 22003870 | Oxfordshire County Council | Education & Childrens Services | 22/06/2022 |
| 22004142 | Oxfordshire County Council | Education & Childrens Services | 28/06/2022 |
| 22004144 | Oxfordshire County Council | Education & Childrens Services | 24/06/2022 |
| 22004236 | Oxfordshire County Council | Education & Childrens Services | 04/07/2022 |
| 22004348 | Oxfordshire County Council | Education & Childrens Services | 05/07/2022 |
| 22004358 | Oxfordshire County Council | Education & Childrens Services | 01/07/2022 |
| 22004429 | Oxfordshire County Council | Education & Childrens Services | 19/07/2022 |
| 22004490 | Oxfordshire County Council | Education & Childrens Services | 06/07/2022 |
| 22005026 | Oxfordshire County Council | Education & Childrens Services | 14/07/2022 |
| 22005446 | Oxfordshire County Council | Education & Childrens Services | 04/08/2022 |
| 22005499 | Oxfordshire County Council | Education & Childrens Services | 20/10/2022 |
| 22006091 | Oxfordshire County Council | Highways & Transport | 10/08/2022 |
| 22006245 | Oxfordshire County Council | Education & Childrens Services | 10/08/2022 |
| 22006291 | Oxfordshire County Council | Education & Childrens Services | 10/08/2022 |
| 22006612 | Oxfordshire County Council | Education & Childrens Services | 12/08/2022 |
| 22006653 | Oxfordshire County Council | Adult Care Services | 17/08/2022 |
| 22007492 | Oxfordshire County Council | Education & Childrens Services | 31/08/2022 |
| 22007668 | Oxfordshire County Council | Education & Childrens Services | 16/09/2022 |
| 22007752 | Oxfordshire County Council | Highways & Transport | 07/09/2022 |

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|----------|----------------------------|--------------------------------|------------|
| 22007855 | Oxfordshire County Council | Education & Childrens Services | 12/09/2022 |
| 22007931 | Oxfordshire County Council | Education & Childrens Services | 13/09/2022 |
| 22007952 | Oxfordshire County Council | Corporate & Other Services | 09/09/2022 |
| 22008072 | Oxfordshire County Council | Education & Childrens Services | 11/11/2022 |
| 22008404 | Oxfordshire County Council | Education & Childrens Services | 03/11/2022 |
| 22008582 | Oxfordshire County Council | Highways & Transport | 26/09/2022 |
| 22008691 | Oxfordshire County Council | Adult Care Services | 05/10/2022 |
| 22009019 | Oxfordshire County Council | Education & Childrens Services | 04/10/2022 |
| 22009052 | Oxfordshire County Council | Education & Childrens Services | 13/12/2022 |
| 22009182 | Oxfordshire County Council | Education & Childrens Services | 06/10/2022 |
| 22009536 | Oxfordshire County Council | Adult Care Services | 12/10/2022 |
| 22009582 | Oxfordshire County Council | Education & Childrens Services | 13/10/2022 |
| 22009809 | Oxfordshire County Council | Education & Childrens Services | 18/10/2022 |
| 22009852 | Oxfordshire County Council | Education & Childrens Services | 18/10/2022 |
| 22009909 | Oxfordshire County Council | Education & Childrens Services | 19/10/2022 |
| 22009918 | Oxfordshire County Council | Education & Childrens Services | 19/10/2022 |
| 22010056 | Oxfordshire County Council | Education & Childrens Services | 17/11/2022 |
| 22010697 | Oxfordshire County Council | Education & Childrens Services | 03/11/2022 |
| 22011212 | Oxfordshire County Council | Corporate & Other Services | 14/11/2022 |
| 22011238 | Oxfordshire County Council | Education & Childrens Services | 22/11/2022 |
| 22011357 | Oxfordshire County Council | Education & Childrens Services | 12/12/2022 |
| 22011589 | Oxfordshire County Council | Education & Childrens Services | 21/11/2022 |
| 22011630 | Oxfordshire County Council | Adult Care Services | 22/11/2022 |
| 22011673 | Oxfordshire County Council | Education & Childrens Services | 25/11/2022 |
| 22011707 | Oxfordshire County Council | Education & Childrens Services | 23/11/2022 |
| 22011727 | Oxfordshire County Council | Adult Care Services | 22/11/2022 |
| 22011851 | Oxfordshire County Council | Highways & Transport | 25/11/2022 |
| 22011879 | Oxfordshire County Council | Education & Childrens Services | 28/11/2022 |
| 22012000 | Oxfordshire County Council | Education & Childrens Services | 12/12/2022 |
| 22012023 | Oxfordshire County Council | Education & Childrens Services | 07/12/2022 |
| 22012392 | Oxfordshire County Council | Education & Childrens Services | 09/12/2022 |
| 22012504 | Oxfordshire County Council | Education & Childrens Services | 13/12/2022 |
| 22012571 | Oxfordshire County Council | Adult Care Services | 19/12/2022 |
| 22012848 | Oxfordshire County Council | Education & Childrens Services | 04/01/2023 |
| 22013166 | Oxfordshire County Council | Education & Childrens Services | 05/01/2023 |
| 22013243 | Oxfordshire County Council | Education & Childrens Services | 05/01/2023 |

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|----------|----------------------------|--------------------------------|------------|
| 22013701 | Oxfordshire County Council | Adult Care Services | 02/02/2023 |
| 22013593 | Oxfordshire County Council | Education & Childrens Services | 11/01/2023 |
| 22013597 | Oxfordshire County Council | Education & Childrens Services | 12/01/2023 |
| 22013657 | Oxfordshire County Council | Education & Childrens Services | 12/01/2023 |
| 22013675 | Oxfordshire County Council | Adult Care Services | 12/01/2023 |
| 22013912 | Oxfordshire County Council | Education & Childrens Services | 18/01/2023 |
| 22014189 | Oxfordshire County Council | Adult Care Services | 23/01/2023 |
| 22014218 | Oxfordshire County Council | Education & Childrens Services | 06/02/2023 |
| 22014564 | Oxfordshire County Council | Education & Childrens Services | 01/02/2023 |
| 22014577 | Oxfordshire County Council | Education & Childrens Services | 27/01/2023 |
| 22014617 | Oxfordshire County Council | Education & Childrens Services | 09/03/2023 |
| 22014630 | Oxfordshire County Council | Education & Childrens Services | 06/02/2023 |
| 22015084 | Oxfordshire County Council | Adult Care Services | 07/02/2023 |
| 22015187 | Oxfordshire County Council | Education & Childrens Services | 08/02/2023 |
| 22015768 | Oxfordshire County Council | Education & Childrens Services | 02/03/2023 |
| 22016584 | Oxfordshire County Council | Education & Childrens Services | 13/03/2023 |
| 22016591 | Oxfordshire County Council | Education & Childrens Services | 07/03/2023 |
| 22016613 | Oxfordshire County Council | Adult Care Services | 07/03/2023 |
| 22016710 | Oxfordshire County Council | Education & Childrens Services | 08/03/2023 |
| 22016785 | Oxfordshire County Council | Other | 09/03/2023 |
| 22016812 | Oxfordshire County Council | Education & Childrens Services | 22/03/2023 |
| 22016873 | Oxfordshire County Council | Education & Childrens Services | 22/03/2023 |
| 22016944 | Oxfordshire County Council | Adult Care Services | 13/03/2023 |
| 22017068 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 |
| 22017249 | Oxfordshire County Council | Education & Childrens Services | 20/03/2023 |
| 22017567 | Oxfordshire County Council | Education & Childrens Services | 22/03/2023 |
| 22017603 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 |
| 22017645 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 |
| 22017647 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 |
| 22017656 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 |
| 22017835 | Oxfordshire County Council | Adult Care Services | 28/03/2023 |

| Reference | Authority | Category | Decided | Decision | Decision Reason | Remedy | Service improvement recommendations |
|-----------|----------------------------|--------------------------------|------------|------------------------------------|---|--|--|
| 21007422 | Oxfordshire County Council | Education & Childrens Services | 26/04/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Provide training and/or guidance | The Council has also agreed to: circulate a reminder to relevant staff that, when the Council decides to end an EHC plan, it must continue to maintain the EHC plan until the time has passed for bringing an appeal or, when an appeal has been registered, until it has been concluded; circulate a reminder to relevant staff that any decision to cease to maintain an EHC plan must be made within four weeks of the annual review meeting; and share this decision with relevant staff members. |
| 21007684 | Oxfordshire County Council | Education & Childrens Services | 08/04/2022 | Upheld | fault & inj | Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Provide training and/or guidance | The Council will remind relevant staff of the importance of adhering to statutory timescales when reviewing Education, Health and Care plans, even where there is a delay in the consultation process. |
| 21007767 | Oxfordshire County Council | Education & Childrens Services | 11/04/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance | The Council will remind relevant staff of the need to make referrals to other councils without delay once it is clear that a child will be living in another council area. The Council will provide training to relevant staff on placing children with family members, which will include the need to clarify the basis of the placement at an early stage, and the need to provide families with information about what support they may be entitled to and how to access it. |
| 21008862 | Oxfordshire County Council | Education & Childrens Services | 01/07/2022 | Upheld | fault & inj | Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review | |
| 21009141 | Oxfordshire County Council | Education & Childrens Services | 03/05/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service | |
| 21009723 | Oxfordshire County Council | Education & Childrens Services | 05/12/2022 | Upheld | fault & inj S30(1) | Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Provide training and/or guidance,Procedure or policy change/review | By training or other means, ensure officers are aware of the Council's duty under section 19 of the Education Act 1996 to provide suitable education to children unable to attend school and the factors they should consider when deciding whether alternative provision should be made. Ensure it has procedures for tracking pupils who require alternative provision, including for absences other than for medical reasons, to ensure that provision is regularly reviewed to meet their education and special educational needs. |
| 21010344 | Oxfordshire County Council | Education & Childrens Services | 24/06/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance | The Council agreed to remind relevant staff that where there are concerns about the actions of foster carers, these and any actions required, are accurately recorded and followed up. Also the Council will remind them to give, and record giving, clear, timely advice when they have concerns including, where relevant, the potential consequences of not following that advice. |
| 21010769 | Oxfordshire County Council | Education & Childrens Services | 28/09/2022 | Upheld | fault & inj | Apology,Financial Redress: Quantifiable Loss,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review,Financial redress: Loss of service | The Council will review its processes to ensure more timely consultation of schools and annual review processes for Education, Health and Care plans. The Council will review its processes to ensure when a child with an Education, Health and Care plan is out of school a right of appeal is provided at the earliest opportunity. The Council will review its processes to ensure when a child is unable to attend a school alternative education provided by the Council is suitable, fulltime and on par with what a child would receive within school and that alternative provision is put in place without delay. |
| 21013153 | Oxfordshire County Council | Adult Care Services | 28/07/2022 | Not Upheld | no fault | | |
| 21013539 | Oxfordshire County Council | Education & Childrens Services | 29/06/2022 | Upheld | fault & inj | Financial redress: Avoidable distress/time and trouble | |
| 21013838 | Oxfordshire County Council | Education & Childrens Services | 07/10/2022 | Upheld | fault & inj | Apology,Provide training and/or guidance | The Council agreed to remind its special educational needs staff: of the importance of responding to contact from parents within a reasonable period of time; and that all evidence on which an Education Health and Care plan is based should be included in section K, including in tribunal cases where the Tribunal orders do not specifically refer to this section of the plan. |
| 21014264 | Oxfordshire County Council | Education & Childrens Services | 12/07/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review,Provide training and/or guidance | The Council will review how it records and confirms email addresses for using during statutory procedures for Education, Health and Care plans and remind relevant staff of the importance of periodically reviewing and confirming the same. The Council will provide evidence its Special Educational Needs Casework Coordinator tracks reviews and reminds Special Educational Needs Officers when reviews are due which it said it implemented as a result of a complaint. The Council will ensure it provides a list of people who will require an Education, Health and Care plan review each term to all relevant headteachers and principals of schools, colleges and other institutions, at least two weeks before the start of each term in line with the statutory guidance. |
| 21016948 | Oxfordshire County Council | Education & Childrens Services | 14/02/2023 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service | |
| 21017421 | Oxfordshire County Council | Education & Childrens Services | 29/04/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble,Provide services to person affected | |
| 21017982 | Oxfordshire County Council | Education & Childrens Services | 22/09/2022 | Upheld | fault & inj | Procedure or policy change/review,Add or Correct Records | The Council has agreed to complete a review of record-keeping in its multi-agency safeguarding hub. |
| 21018778 | Oxfordshire County Council | Education & Childrens Services | 24/05/2022 | Closed after initial enquiries | Other reason not to investigate | | |
| 21018953 | Oxfordshire County Council | Education & Childrens Services | 22/04/2022 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22000090 | Oxfordshire County Council | Education & Childrens Services | 18/01/2023 | Upheld | fault & inj | Apology,Provide services to person affected,Financial redress: Loss of service,Procedure or policy change/review,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance | The Council was at fault for failing to respond to a complaint in December 2021. It will review how it missed responding to the complaint and take action as needed to prevent recurrence of the fault. It will also remind its staff to adhere to the complaint handling timescales set out in its policy. The Council will remind relevant officers of the need to finalise Education, Health and Care Plans within the statutory timescales. The Council was at fault for delays in the annual review process, for not providing suitable education, and for poor complaint handling. The Council will discuss the findings of the case at an appropriate committee or cabinet meeting. This is to ensure the Council's leaders have awareness of the delay finalising the Education, Health and Care plan and its failure to provide a child with suitable education and can consider if actions are needed to improve its services. The Council will review its school planning and commissioning arrangements to ensure the special educational provisions available are sufficient to meet the needs of children and young people with special educational needs in its area. |
| 22001103 | Oxfordshire County Council | Education & Childrens Services | 13/05/2022 | Upheld | Injustice remedied during LGO consideration | Provide services to person affected,Financial redress: Loss of service | |
| 22003031 | Oxfordshire County Council | Education & Childrens Services | 23/05/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble | |
| 22006687 | Oxfordshire County Council | Adult Care Services | 21/09/2022 | Not Upheld | no fault | | |
| 22007039 | Oxfordshire County Council | Education & Childrens Services | 24/08/2022 | Upheld | fault & inj | Apology,Financial redress: Loss of service,Financial Redress: Quantifiable Loss,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance | The Council will remind all Special Educational Needs case officers and their managers of: the Council's non-delegable duty to ensure all the special educational provisions included in a child's Education and Health Care plan are delivered; the Council's duties under the Equality Act 2010, how these may arise in cases of children with special educational needs and Education and Health Care plans and what officers should do if they have concerns about schools' discriminatory practices. The Council should provide the evidence of how it implemented these recommendations with staff. |
| 22009999 | Oxfordshire County Council | Education & Childrens Services | 17/10/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service | |
| 22001392 | Oxfordshire County Council | Adult Care Services | 07/06/2022 | Closed after initial enquiries | No worthwhile outcome achievable by investigation | | |
| 22001488 | Oxfordshire County Council | Education & Childrens Services | 23/05/2022 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22001562 | Oxfordshire County Council | Education & Childrens Services | 13/05/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22002160 | Oxfordshire County Council | Adult Care Services | 21/09/2022 | Not Upheld | no fault | | |
| 22002535 | Oxfordshire County Council | Education & Childrens Services | 08/06/2022 | Closed after initial enquiries | Other Agency better placed | | |
| 22002631 | Oxfordshire County Council | Education & Childrens Services | 25/11/2022 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble | |
| 22002681 | Oxfordshire County Council | Highways & Transport | 11/11/2022 | Upheld | Remedy agreed during investigation | Apology | |
| 22002748 | Oxfordshire County Council | Highways & Transport | 06/07/2022 | Closed after initial enquiries | Not warranted by alleged fault | | |
| 22002808 | Oxfordshire County Council | Highways & Transport | 01/06/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22003870 | Oxfordshire County Council | Education & Childrens Services | 22/06/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22004142 | Oxfordshire County Council | Education & Childrens Services | 04/07/2022 | Closed after initial enquiries | Sch 5.1 court proceedings | | |
| 22004144 | Oxfordshire County Council | Education & Childrens Services | 01/08/2022 | Closed after initial enquiries | 26(6)(a) tribunal SENDIST | | |
| 22004236 | Oxfordshire County Council | Education & Childrens Services | 04/07/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22004348 | Oxfordshire County Council | Education & Childrens Services | 05/07/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22004358 | Oxfordshire County Council | Education & Childrens Services | 03/08/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble | |
| 22004429 | Oxfordshire County Council | Education & Childrens Services | 19/07/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22004490 | Oxfordshire County Council | Education & Childrens Services | 06/07/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22005026 | Oxfordshire County Council | Education & Childrens Services | 05/08/2022 | Closed after initial enquiries | No worthwhile outcome achievable by investigation | | |
| 22005446 | Oxfordshire County Council | Education & Childrens Services | 04/08/2022 | Referred back for local resolution | Premature Decision - advice given | | |

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|----------|----------------------------|--------------------------------|------------|------------------------------------|---|---|---|
| 22005499 | Oxfordshire County Council | Education & Childrens Services | 08/11/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision | |
| 22006091 | Oxfordshire County Council | Highways & Transport | 10/08/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22006245 | Oxfordshire County Council | Education & Childrens Services | 25/08/2022 | Upheld | Injustice remedied during organisations complaint processes | | |
| 22006291 | Oxfordshire County Council | Education & Childrens Services | 13/01/2023 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance | The Council has agreed to share this decision with all staff dealing with EHCPs to remind them of the need to follow statutory time limits and of the importance of keeping accurate and contemporaneous records. The Council will review its monitoring systems for annual reviews and for issuing final amended EHCPs to avoid similar fault in the future. |
| 22006612 | Oxfordshire County Council | Education & Childrens Services | 25/08/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble,New appeal/review or reconsidered decision | |
| 22006653 | Oxfordshire County Council | Adult Care Services | 31/08/2022 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22007436 | Oxfordshire County Council | Education & Childrens Services | 15/09/2022 | Closed after initial enquiries | Other reason not to investigate | | |
| 22007666 | Oxfordshire County Council | Education & Childrens Services | 03/10/2022 | Closed after initial enquiries | At request of complainant | | |
| 22007752 | Oxfordshire County Council | Highways & Transport | 05/10/2022 | Closed after initial enquiries | Other reason not to investigate | | |
| 22007855 | Oxfordshire County Council | Education & Childrens Services | 11/10/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service | |
| 22007931 | Oxfordshire County Council | Education & Childrens Services | 03/10/2022 | Closed after initial enquiries | Sch 5.1 court proceedings | | |
| 22007952 | Oxfordshire County Council | Corporate & Other Services | 30/09/2022 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22008072 | Oxfordshire County Council | Education & Childrens Services | 30/11/2022 | Closed after initial enquiries | No worthwhile outcome achievable by investigation | | |
| 22008404 | Oxfordshire County Council | Education & Childrens Services | 30/11/2022 | Closed after initial enquiries | Not warranted by alleged fault | | |
| 22008582 | Oxfordshire County Council | Highways & Transport | 26/09/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22008691 | Oxfordshire County Council | Adult Care Services | 05/10/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22009019 | Oxfordshire County Council | Education & Childrens Services | 04/10/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22009182 | Oxfordshire County Council | Education & Childrens Services | 31/10/2022 | Closed after initial enquiries | Not warranted by alleged fault | | |
| 22009536 | Oxfordshire County Council | Adult Care Services | 02/11/2022 | Closed after initial enquiries | 26(6)(c) Court remedy | | |
| 22009582 | Oxfordshire County Council | Education & Childrens Services | 03/03/2023 | Upheld | fault & inj - no further action organisation already remedied | | |
| 22009809 | Oxfordshire County Council | Education & Childrens Services | 18/10/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22009852 | Oxfordshire County Council | Education & Childrens Services | 03/03/2023 | Upheld | fault & inj | Apology,Financial redress: Avoidable distress/time and trouble | |
| 22009909 | Oxfordshire County Council | Education & Childrens Services | 07/11/2022 | Closed after initial enquiries | Not warranted by alleged fault | | |
| 22009918 | Oxfordshire County Council | Education & Childrens Services | 19/10/2022 | Referred back for local resolution | Premature Enquiry | | |
| 22010697 | Oxfordshire County Council | Education & Childrens Services | 06/12/2022 | Upheld | Injustice remedied during LGO consideration | Financial redress: Avoidable distress/time and trouble,Provide services to person affected | |
| 22011212 | Oxfordshire County Council | Corporate & Other Services | 30/11/2022 | Closed after initial enquiries | No worthwhile outcome achievable by investigation | | |
| 22011238 | Oxfordshire County Council | Education & Childrens Services | 22/11/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22011589 | Oxfordshire County Council | Education & Childrens Services | 21/11/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22011630 | Oxfordshire County Council | Adult Care Services | 22/11/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22011707 | Oxfordshire County Council | Education & Childrens Services | 23/11/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22011727 | Oxfordshire County Council | Adult Care Services | 02/02/2023 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22011851 | Oxfordshire County Council | Highways & Transport | 11/01/2023 | Closed after initial enquiries | Not warranted by alleged fault | | |
| 22011879 | Oxfordshire County Council | Education & Childrens Services | 04/01/2023 | Closed after initial enquiries | Other Agency better placed | | |
| 22012023 | Oxfordshire County Council | Education & Childrens Services | 07/12/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22012392 | Oxfordshire County Council | Education & Childrens Services | 09/12/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22012504 | Oxfordshire County Council | Education & Childrens Services | 17/01/2023 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22012571 | Oxfordshire County Council | Adult Care Services | 19/12/2022 | Referred back for local resolution | Premature Decision - advice given | | |
| 22013166 | Oxfordshire County Council | Education & Childrens Services | 05/01/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22013243 | Oxfordshire County Council | Education & Childrens Services | 20/01/2023 | Closed after initial enquiries | Sch 5.1 court proceedings | | |
| 22013593 | Oxfordshire County Council | Education & Childrens Services | 30/01/2023 | Closed after initial enquiries | Sch 5.1 court proceedings | | |
| 22013597 | Oxfordshire County Council | Education & Childrens Services | 12/01/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22013675 | Oxfordshire County Council | Adult Care Services | 02/02/2023 | Referred back for local resolution | Premature Decision - referred to Organisation | | |
| 22014189 | Oxfordshire County Council | Adult Care Services | 23/01/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22014218 | Oxfordshire County Council | Education & Childrens Services | 06/02/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22014577 | Oxfordshire County Council | Education & Childrens Services | 27/01/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22014630 | Oxfordshire County Council | Education & Childrens Services | 06/02/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22015084 | Oxfordshire County Council | Adult Care Services | 07/02/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22015187 | Oxfordshire County Council | Education & Childrens Services | 22/02/2023 | Closed after initial enquiries | 26B(2) not made in 12 months | | |
| 22015768 | Oxfordshire County Council | Education & Childrens Services | 02/03/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22016584 | Oxfordshire County Council | Education & Childrens Services | 13/03/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22016613 | Oxfordshire County Council | Adult Care Services | 07/03/2023 | Incomplete/Invalid | Insufficient information to proceed and PA advised | | |
| 22016785 | Oxfordshire County Council | Other | 09/03/2023 | Incomplete/Invalid | Insufficient information to proceed and PA advised | | |
| 22017603 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 | Referred back for local resolution | Premature Decision - advice given | | |
| 22017645 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 | Referred back for local resolution | Premature Enquiry | | |
| 22017647 | Oxfordshire County Council | Education & Childrens Services | 24/03/2023 | Referred back for local resolution | Premature Enquiry | | |
| 22017835 | Oxfordshire County Council | Adult Care Services | 28/03/2023 | Referred back for local resolution | Premature Decision - advice given | | |

| Reference | Authority | Category | Decided | Remedy | Remedy Target Date | Remedy Achieved Date | Satisfaction with Compliance |
|-----------|----------------------------|--------------------------------|-----------|--|--------------------|----------------------|-----------------------------------|
| 21003092 | Oxfordshire County Council | Education & Childrens Services | 03-Feb-22 | Apology/Financial redress: Loss of service/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review | 05-May-22 | 09-May-22 | Remedy complete and satisfied |
| 21005436 | Oxfordshire County Council | Adult Care Services | 29-Nov-22 | Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance | 26-Dec-22 | 09-Jan-23 | Remedy complete and satisfied |
| 21007422 | Oxfordshire County Council | Education & Childrens Services | 25-Apr-22 | Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Provide training and/or guidance | 19-Jul-22 | 21-Jun-22 | Remedy complete and satisfied |
| 21007684 | Oxfordshire County Council | Education & Childrens Services | 06-Apr-22 | Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Provide training and/or guidance | 09-May-22 | 03-May-22 | Remedy complete and satisfied |
| 21007767 | Oxfordshire County Council | Education & Childrens Services | 10-Apr-22 | Apology/Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance | 11-Jul-22 | 28-Jun-22 | Remedy complete and satisfied |
| 21008862 | Oxfordshire County Council | Education & Childrens Services | 30-Jun-22 | Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review | 08-Sep-22 | 12-Oct-22 | Remedy completed late |
| 21009141 | Oxfordshire County Council | Education & Childrens Services | 02-May-22 | Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service | 31-May-22 | 30-May-22 | Remedy complete and satisfied |
| 21009723 | Oxfordshire County Council | Education & Childrens Services | 05-Dec-22 | Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service/Provide training and/or guidance/Procedure or policy change/review | 06-Mar-23 | 03-Mar-23 | Remedy complete and satisfied |
| 21010344 | Oxfordshire County Council | Education & Childrens Services | 23-Jun-22 | Apology/Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance | 25-Jul-22 | 05-Sep-22 | Remedy completed late |
| 21010769 | Oxfordshire County Council | Education & Childrens Services | 25-Sep-22 | Apology/Financial Redress: Quantifiable Loss/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review/Financial redress: Loss of service | 21-Nov-22 | 01-Dec-22 | Remedy not complete but satisfied |
| 21013539 | Oxfordshire County Council | Education & Childrens Services | 28-Jun-22 | Financial redress: Avoidable distress/time and trouble | 29-Jul-22 | 24-Jul-22 | Remedy complete and satisfied |
| 21013838 | Oxfordshire County Council | Education & Childrens Services | 06-Oct-22 | Apology/Provide training and/or guidance | 09-Jan-23 | 11-Jan-23 | Remedy complete and satisfied |
| 21014264 | Oxfordshire County Council | Education & Childrens Services | 11-Jul-22 | Apology/Financial redress: Avoidable distress/time and trouble/Procedure or policy change/review/Provide training and/or guidance | 12-Sep-22 | 01-Feb-23 | Remedy completed late |
| 21016948 | Oxfordshire County Council | Education & Childrens Services | 14-Feb-23 | Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service | 14-Mar-23 | 02-Mar-23 | Remedy complete and satisfied |
| 21017421 | Oxfordshire County Council | Education & Childrens Services | 02-May-22 | Financial redress: Avoidable distress/time and trouble/Provide services to person affected | 23-Sep-22 | 15-Sep-22 | Remedy complete and satisfied |
| 21017982 | Oxfordshire County Council | Education & Childrens Services | 21-Sep-22 | Procedure or policy change/review/Add or Correct Records | 20-Oct-22 | 19-Oct-22 | Remedy complete and satisfied |
| 22000103 | Oxfordshire County Council | Education & Childrens Services | 12-May-22 | Provide services to person affected/Financial redress: Loss of service | 16-Aug-22 | 27-Oct-22 | Remedy completed late |
| 22000331 | Oxfordshire County Council | Education & Childrens Services | 22-May-22 | Financial redress: Avoidable distress/time and trouble | 23-Jun-22 | 09-Jun-22 | Remedy complete and satisfied |
| 22000739 | Oxfordshire County Council | Education & Childrens Services | 23-Aug-22 | Apology/Financial redress: Loss of service/Financial Redress: Quantifiable Loss/Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance | 21-Sep-22 | 12-Oct-22 | Remedy complete and satisfied |
| 22000999 | Oxfordshire County Council | Education & Childrens Services | 16-Oct-22 | Apology/Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service | 14-Nov-22 | 10-Nov-22 | Remedy complete and satisfied |
| 22002631 | Oxfordshire County Council | Education & Childrens Services | 25-Nov-22 | Apology/Financial redress: Avoidable distress/time and trouble | 03-Jan-23 | 20-Dec-22 | Remedy complete and satisfied |
| 22002681 | Oxfordshire County Council | Highways & Transport | 11-Nov-22 | Apology | 11-Nov-22 | 11-Nov-22 | Remedy complete and satisfied |
| 22004358 | Oxfordshire County Council | Education & Childrens Services | 02-Aug-22 | Financial redress: Avoidable distress/time and trouble | 09-Sep-22 | 14-Aug-22 | Remedy complete and satisfied |
| 22005499 | Oxfordshire County Council | Education & Childrens Services | 08-Nov-22 | Financial redress: Avoidable distress/time and trouble/New appeal/review or reconsidered decision | 15-Dec-22 | 08-Dec-22 | Remedy complete and satisfied |
| 22006291 | Oxfordshire County Council | Education & Childrens Services | 13-Jan-23 | Apology/Financial redress: Avoidable distress/time and trouble/Provide training and/or guidance | 10-Feb-23 | 02-Mar-23 | Remedy completed late |
| 22006612 | Oxfordshire County Council | Education & Childrens Services | 25-Aug-22 | Financial redress: Avoidable distress/time and trouble/New appeal/review or reconsidered decision | 07-Oct-22 | 19-Sep-22 | Remedy complete and satisfied |
| 22007855 | Oxfordshire County Council | Education & Childrens Services | 10-Oct-22 | Financial redress: Avoidable distress/time and trouble/Financial redress: Loss of service | 08-Nov-22 | 07-Nov-22 | Remedy complete and satisfied |
| 22010697 | Oxfordshire County Council | Education & Childrens Services | 06-Dec-22 | Financial redress: Avoidable distress/time and trouble/Provide services to person affected | 06-Jan-23 | 13-Dec-22 | Remedy complete and satisfied |