

Reference	Authority	Category	Received
18014208	Oxfordshire County Council	Education & Childrens Services	23 Apr 2019
18014640	Oxfordshire County Council	Adult Care Services	05 Aug 2019
18019381	Oxfordshire County Council	Adult Care Services	01 Apr 2019
18019436	Oxfordshire County Council	Adult Care Services	24 Apr 2019
19000995	Oxfordshire County Council	Education & Childrens Services	17 Apr 2019
19001189	Oxfordshire County Council	Highways & Transport	24 Apr 2019
19001377	Oxfordshire County Council	Education & Childrens Services	26 Apr 2019
19002372	Oxfordshire County Council	Education & Childrens Services	15 May 2019
19002745	Oxfordshire County Council	Education & Childrens Services	12 Jun 2019
19003630	Oxfordshire County Council	Education & Childrens Services	20 Jun 2019
19003705	Oxfordshire County Council	Education & Childrens Services	06 Jun 2019
19004405	Oxfordshire County Council	Planning & Development	19 Jun 2019
19004582	Oxfordshire County Council	Adult Care Services	20 Jun 2019
19005485	Oxfordshire County Council	Education & Childrens Services	03 Jul 2019
19005641	Oxfordshire County Council	Education & Childrens Services	04 Jul 2019
19006267	Oxfordshire County Council	Adult Care Services	16 Jul 2019
19006856	Oxfordshire County Council	Education & Childrens Services	25 Jul 2019
19006879	Oxfordshire County Council	Adult Care Services	19 Aug 2019
19007554	Oxfordshire County Council	Adult Care Services	06 Aug 2019
19008008	Oxfordshire County Council	Adult Care Services	12 Sep 2019
19008326	Oxfordshire County Council	Adult Care Services	23 Aug 2019
19009053	Oxfordshire County Council	Highways & Transport	22 Oct 2019
19009556	Oxfordshire County Council	Education & Childrens Services	06 Sep 2019
19009814	Oxfordshire County Council	Adult Care Services	11 Sep 2019
19010444	Oxfordshire County Council	Education & Childrens Services	20 Sep 2019
19010633	Oxfordshire County Council	Education & Childrens Services	24 Sep 2019
19010686	Oxfordshire County Council	Education & Childrens Services	25 Sep 2019
19010728	Oxfordshire County Council	Education & Childrens Services	25 Sep 2019
19010749	Oxfordshire County Council	Education & Childrens Services	26 Sep 2019
19010796	Oxfordshire County Council	Education & Childrens Services	26 Sep 2019
19011036	Oxfordshire County Council	Adult Care Services	01 Oct 2019
19011042	Oxfordshire County Council	Adult Care Services	22 Oct 2019

19011366	Oxfordshire County Council	Adult Care Services	07 Oct 2019
19011758	Oxfordshire County Council	Education & Childrens Services	11 Oct 2019
19011861	Oxfordshire County Council	Education & Childrens Services	15 Oct 2019
19012163	Oxfordshire County Council	Education & Childrens Services	18 Oct 2019
19012240	Oxfordshire County Council	Corporate & Other Services	09 Jan 2020
19012746	Oxfordshire County Council	Education & Childrens Services	29 Oct 2019
19012782	Oxfordshire County Council	Adult Care Services	08 Nov 2019
19013820	Oxfordshire County Council	Adult Care Services	14 Nov 2019
19014025	Oxfordshire County Council	Adult Care Services	15 Nov 2019
19014028	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	15 Nov 2019
19014657	Oxfordshire County Council	Education & Childrens Services	26 Nov 2019
19015128	Oxfordshire County Council	Highways & Transport	04 Dec 2019
19015303	Oxfordshire County Council	Adult Care Services	10 Dec 2019
19015763	Oxfordshire County Council	Adult Care Services	16 Dec 2019
19016649	Oxfordshire County Council	Adult Care Services	08 Jan 2020
19016689	Oxfordshire County Council	Education & Childrens Services	08 Jan 2020
19016987	Oxfordshire County Council	Education & Childrens Services	13 Jan 2020
19017100	Oxfordshire County Council	Adult Care Services	14 Jan 2020
19017102	Oxfordshire County Council	Adult Care Services	14 Jan 2020
19017524	Oxfordshire County Council	Adult Care Services	21 Jan 2020
19018049	Oxfordshire County Council	Education & Childrens Services	28 Jan 2020
19018212	Oxfordshire County Council	Education & Childrens Services	30 Jan 2020
19018663	Oxfordshire County Council	Planning & Development	06 Feb 2020
19018745	Oxfordshire County Council	Adult Care Services	21 Feb 2020
19019169	Oxfordshire County Council	Other	14 Feb 2020
19021208	Oxfordshire County Council	Adult Care Services	20 Mar 2020

Reference	Authority	Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
17018059	Oxfordshire County Council	Adult Care Services	21/05/19	Not Upheld	no mal		
17018339	Oxfordshire County Council	Adult Care Services	05/04/19	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, Training and guidance	To remind staff of the need to ensure suitable arrangements are in place to manage direct payments when it agrees to pay a family member under an exceptional circumstances agreement.
18002621	Oxfordshire County Council	Education & Childrens Services	09/09/19	Upheld	mal & inj	Apology, Financial redress: Loss of service, Provide information/advice	The Council will remind relevant officers that the legal duty to ensure provision in an Education Health and Care Plan is arranged rests with the Council, not the child's school.
18002985	Oxfordshire County Council	Adult Care Services	26/06/19	Not Upheld	no mal		
18005587	Oxfordshire County Council	Adult Care Services	10/06/19	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	Require the care provider to have in place a contingency plan to cover any situation where a new lift fails.
18009005	Oxfordshire County Council	Education & Childrens Services	02/07/19	Upheld	mal & inj S30(1)	Financial redress: Loss of service, Apology, Financial redress: Avoidable distress/time and trouble, Provide services, Other Remedy	The Council will carry out an audit of children missing from education from September 2016 to December 2018 for whom it has a statutory duty to provide suitable full-time education under section 19 Education Act 1996 to identify: the number of children brought to its attention by schools/academies as missing education; the outcome for each child in terms of provision of education. This should include the amount of time each child was out of school and the level of alternative education they received; whether any child was refused a referral to School H because they were not on roll at another school; and the number of occasions the Council did not name a school after a FAP Panel failed to place a child. The Council will submit the findings of the audit to the relevant Children's or Education Scrutiny Committee together with advice about whether the Council is complying with its statutory duties and has made the service changes found in our previous investigation. The Council will provide evidence to the LGSCO that the audit has been completed.
18009212	Oxfordshire County Council	Adult Care Services	05/06/19	Closed after initial enquiries	Other reason not to investigate		
18009507	Oxfordshire County Council	Education & Childrens Services	17/05/19	Not Upheld	no mal		
18009622	Oxfordshire County Council	Adult Care Services	02/05/19	Closed after initial enquiries	26B(2) not made in 12 months		

18014208	Oxfordshire County Council	Education & Childrens Services	14/11/19	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Procedure or policy change/review,Provide training and/or guidance	The Council will remind its staff of the importance of keeping proper and appropriate records of meetings. The Council will provide evidence of how it has reviewed its procedures related to timely review of the support it provides to children with reduced school attendance. It will also consider if any further procedural changes are needed to prevent a recurrence of the identified faults.
18014640	Oxfordshire County Council	Adult Care Services	14/02/20	Upheld	mal no inj		
18016808	Oxfordshire County Council	Education & Childrens Services	04/07/19	Not Upheld	no mal		
18016841	Oxfordshire County Council	Education & Childrens Services	18/11/19	Upheld	mal & inj	Procedure or policy change/review,Other Remedy	The Council agreed to review its policies and procedures to ensure it acts in line with legislation and guidance when removing foster children from placements.
18018596	Oxfordshire County Council	Corporate & Other Services	03/05/19	Closed after initial enquiries	Sec 26(7) - all or most		
18019381	Oxfordshire County Council	Adult Care Services	02/09/19	Upheld	mal no inj	Apology,Procedure or policy change/review	The Council will review its processes to ensure that it provides reasons for refusing a blue badge.
18019436	Oxfordshire County Council	Adult Care Services	20/05/19	Referred back for local resolution	Premature Decision - referred to BinJ		
18019858	Oxfordshire County Council	Education & Childrens Services	24/04/19	Referred back for local resolution	Premature Decision - advised		
18020005	Oxfordshire County Council	Adult Care Services	30/10/19	Not Upheld	no mal		
19000995	Oxfordshire County Council	Education & Childrens Services	17/04/19	Referred back for local resolution	Premature Decision - advice given		
19001189	Oxfordshire County Council	Highways & Transport	10/09/19	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
19001377	Oxfordshire County Council	Education & Childrens Services	26/04/19	Referred back for local resolution	Premature Decision - advice given		
19002372	Oxfordshire County Council	Education & Childrens Services	01/11/19	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
19002745	Oxfordshire County Council	Education & Childrens Services	24/07/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19003630	Oxfordshire County Council	Education & Childrens Services	07/02/20	Upheld	mal no inj		
19003705	Oxfordshire County Council	Education & Childrens Services	11/09/19	Upheld	mal & inj	Apology,Financial Redress: Quantifiable Loss,Provide services,Procedure or policy change/review	For the Council to tell me what action it will take to ensure the guidance it gives to officers on providing transport to school for children with an EHCP is accurate. This should stop what happened here recurring.
19004405	Oxfordshire County Council	Planning & Development	19/06/19	Referred back for local resolution	Premature Decision - advice given		
19005485	Oxfordshire County Council	Education & Childrens Services	18/07/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19005641	Oxfordshire County Council	Education & Childrens Services	28/08/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19006267	Oxfordshire County Council	Adult Care Services	29/10/19	Closed after initial enquiries	No worthwhile outcome achievable by investigation		

19007554	Oxfordshire County Council	Adult Care Services	02/03/20	Upheld	mal & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review	Within two months of my final decision, the Council will write to the Ombudsmen to:- Explain what action the care home will take to ensure resident care plans are robust, person-centred and in keeping with CQC Care Regulation. The Council will explain how the care home will monitor and audit resident care plans on an ongoing basis. In addition, the Council will explain how the care home will ensure relevant staff are appropriately trained in the completion of assessments and plans. Within two months of my final decision, the Council will write to the Ombudsmen to:- Explain what action the care home will take to ensure it provides nutritional and fluid care that is in keeping with CQC Care Regulations. This should include action to ensure care staff are appropriately trained to maintain clear and accurate records. Within two months of my final decision, the Council will write to the Ombudsmen to:- Explain what action the care home will take to ensure it has a robust records retention policy in place and that staff are appropriately trained in the use of this policy.
19008008	Oxfordshire County Council	Adult Care Services	11/03/20	Upheld	mal & inj - no further action, BinJ already remedied		
19008326	Oxfordshire County Council	Adult Care Services	18/03/20	Upheld	mal & inj - no further action, BinJ already remedied		
19009053	Oxfordshire County Council	Highways & Transport	31/10/19	Closed after initial enquiries	26(6)(c) Court remedy		
19009556	Oxfordshire County Council	Education & Childrens Services	28/10/19	Referred back for local resolution	Premature Decision - advised		
19009814	Oxfordshire County Council	Adult Care Services	23/10/19	Closed after initial enquiries	Other reason not to investigate		
19010633	Oxfordshire County Council	Education & Childrens Services	09/12/19	Incomplete/Invalid	Insufficient information to proceed and PA advised		
19010686	Oxfordshire County Council	Education & Childrens Services	07/02/20	Upheld	mal no inj		
19010728	Oxfordshire County Council	Education & Childrens Services	25/09/19	Referred back for local resolution	Premature Decision - advice given		
19010749	Oxfordshire County Council	Education & Childrens Services	10/02/20	Upheld	mal no inj		
19010796	Oxfordshire County Council	Education & Childrens Services	26/09/19	Referred back for local resolution	Premature Decision - advice given		
19011036	Oxfordshire County Council	Adult Care Services	24/10/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19011042	Oxfordshire County Council	Adult Care Services	22/11/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19011366	Oxfordshire County Council	Adult Care Services	30/10/19	Referred back for local resolution	Premature Decision - referred to BinJ		
19011758	Oxfordshire County Council	Education & Childrens Services	18/12/19	Closed after initial enquiries	Sch 5.5 internal man schools		
19011861	Oxfordshire County Council	Education & Childrens Services	07/11/19	Referred back for local resolution	Premature Decision - advised		
19012163	Oxfordshire County Council	Education & Childrens Services	18/10/19	Referred back for local resolution	Premature Decision - advice given		
19012240	Oxfordshire County Council	Corporate & Other Services	16/01/20	Incomplete/Invalid	Insufficient information to proceed and PA advised		

19014025	Oxfordshire County Council	Adult Care Services	15/11/19	Referred back for local resolution	Premature Decision - advice given		
19014657	Oxfordshire County Council	Education & Childrens Services	11/12/19	Closed after initial enquiries	Not warranted by alleged mal/service failure		
19015303	Oxfordshire County Council	Adult Care Services	10/12/19	Referred back for local resolution	Premature Decision - advice given		
19015763	Oxfordshire County Council	Adult Care Services	16/12/19	Referred back for local resolution	Premature Decision - advice given		
19016649	Oxfordshire County Council	Adult Care Services	25/02/20	Closed after initial enquiries	26B(2) not made in 12 months		
19016689	Oxfordshire County Council	Education & Childrens Services	08/01/20	Referred back for local resolution	Premature Decision - advice given		
19016987	Oxfordshire County Council	Education & Childrens Services	29/02/20	Closed after initial enquiries	26(6)(a) tribunal SENDIST		
19017102	Oxfordshire County Council	Adult Care Services	14/01/20	Referred back for local resolution	Premature Decision - referred to BinJ		
19017524	Oxfordshire County Council	Adult Care Services	21/01/20	Referred back for local resolution	Premature Decision - advice given		
19018049	Oxfordshire County Council	Education & Childrens Services	28/01/20	Referred back for local resolution	Premature Decision - advice given		
19018212	Oxfordshire County Council	Education & Childrens Services	30/01/20	Referred back for local resolution	Premature Decision - advice given		
19019169	Oxfordshire County Council	Other	14/02/20	Advice given	Signpost - go to advice agency		

Reference	Authority	Category	Decided	Remedy	Remedy Targ	Remedy Achie	Satisfaction with Compliance
17001855	Oxfordshire County Council	Adult Care Services	16-Nov-18	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision	16-Apr-19	23-May-19	Remedy complete and satisfied
17018339	Oxfordshire County Council	Adult Care Services	05-Apr-19	Financial redress: Avoidable distress/time and trouble Training and guidance	13-Aug-19	12-Aug-19	Remedy completed late
18002621	Oxfordshire County Council	Education & Childrens Services	09-Sep-19	Apology Financial redress: Loss of service Provide information/advice	07-Oct-19	24-Sep-19	Remedy complete and satisfied
18005587	Oxfordshire County Council	Adult Care Services	10-Jun-19	Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	25-Sep-19	10-Sep-19	Remedy complete and satisfied
18009005	Oxfordshire County Council	Education & Childrens Services	02-Jul-19	Financial redress: Loss of service Apology Financial redress: Avoidable distress/time and trouble Provide services Other Remedy	20-Feb-20	20-Nov-19	Remedy complete and satisfied
18014208	Oxfordshire County Council	Education & Childrens Services	14-Nov-19	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service Procedure or policy change/review Provide training and/or guidance	14-Feb-20	05-Feb-20	Remedy complete and satisfied
18016841	Oxfordshire County Council	Education & Childrens Services	18-Nov-19	Procedure or policy change/review Other Remedy	11-Mar-20	03-Mar-20	Remedy completed late
18019381	Oxfordshire County Council	Adult Care Services	02-Sep-19	Apology Procedure or policy change/review	02-Dec-19	02-Dec-19	Remedy complete and satisfied
19002372	Oxfordshire County Council	Education & Childrens Services	01-Nov-19	Financial redress: Avoidable distress/time and trouble	29-Nov-19	15-Nov-19	Remedy complete and satisfied
19003705	Oxfordshire County Council	Education & Childrens Services	11-Sep-19	Apology Financial Redress: Quantifiable Loss Provide services Procedure or policy change/review	11-Dec-19	09-Dec-19	Remedy complete and satisfied