

## Annex 2 – Cases Upheld by the Local Government and Social Care Ombudsman

	Nature of complaint	Remedy	Service Improvement
1.	24005262 Education & Children's Services Children's Services: Care of looked after child	Apology Financial redress: Avoidable distress/time and trouble (£400) Provide information/advice to person affected Provide services to person affected	
2.	24010239 Adult Care Services Council: assessment	Apology	
3.	24010440 Education & Children's Services Education: Fees	Apology Financial redress: Avoidable distress/time and trouble (£150) Financial redress: Quantifiable loss (£1440)	Put in place increased annual audits of nurseries within authority area to ensure compliance with Early Education and Childcare statutory guidance.
4.	24011571 Education & Children's Services Education: SEN provision and EHC plans	Financial redress: Avoidable distress/time and trouble (£450) Apology Add or Correct Records	
5.	24013800 Education & Children's Services Education: SEN assessments and reviews	Financial redress: Avoidable distress/time and trouble (£200)	Remind Special Educational Needs and Disability officers to contact parents/carers the autumn term the year before the transfer to discuss the phase transfer process with them.

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			Update council website to include information about phase transfers so parents/carers are informed about what this is, when it should be carried out and the relevant timescales.
6.	24014498 Education & Children's Services Education: SEN provision and EHC plans	Apology Financial redress: Avoidable distress/time and trouble (£500) Financial redress: Loss of service (£900)	Provide guidance to staff on importance of effective complaint handling, adhering to timescales and ensuring a complainant is offered the option to escalate their complaint.
7.	24016509 Adult Care Services Council: care plan	Apology Financial redress: Avoidable distress/time and trouble (£500)	
8.	24017604 Education & Children's Services Education: SEN provision and EHC plans	Apology Financial redress: Loss of service (£4,200) Provide services to person affected	
9.	24018578 Adult Care Services Provider obo council: residential care	Apology Financial redress: Avoidable distress/time and trouble (£500)	Procedure or policy change/review – produce a quality monitoring report, which should include an improvement action plan for care provider.
10.	24018796 Adult Care Services Council: safeguarding	Financial redress: Avoidable distress/time and trouble (£500)	

	<b>Nature of complaint</b>	<b>Remedy</b>	<b>Service Improvement</b>
<b>11.</b>	24019364 Education & Children's Services Education: SEN provision and EHC plans	Apology Provide services to person affected	
<b>12.</b>	24019966 Education & Children's Services Education: SEN assessments and reviews	Financial redress: Quantifiable loss (£1,800) Financial redress: Loss of service - reimbursement of costs incurred (£682)	Carry out a review case to identify what led to the failure to fulfil duty to organise alternative provision.  Remind staff of duty to provide alternative provision when a child of statutory school age is out of school for health reasons, exclusion, or otherwise.  Carry out training to staff, about section 19 duties (Education Act, 1996).
<b>13.</b>	24020959 Education & Children's Services Education: Transport	Financial redress: Quantifiable loss (£480)	
<b>14.</b>	24021070 Education & Children's Services Education: Alternative provision	Financial redress: Loss of service and avoidable distress/time and trouble (£4,200)	
<b>15.</b>	24023038 Education & Children's Services Children's Services: Child protection	Financial redress: Avoidable distress/time and trouble (£250)	

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<b>16.</b>	25000156 Education & Children's Services Education: SEN assessments and reviews	Financial redress: Loss of service (£500)	
<b>17.</b>	25000946 Adult Care Services Council: care plan	Apology Financial redress: Avoidable distress/time and trouble (£300)	
<b>18.</b>	25003075 Adult Care Services Council: domiciliary care	No further action organisation already remedied	
<b>19.</b>	25003169 Education & Children's Services Education: Alternative provision	Apology Financial redress: Avoidable distress/time and trouble (£500) Financial redress: Loss of service (£3,600)	
<b>20.</b>	25005279 Education & Children's Services Education: SEN provision and EHC plans	Apology Financial redress: Loss of service (£400)	
<b>21.</b>	25005669 Education & Children's Services Education: Alternative provision	Financial redress: Loss of service (£4,000)	
<b>22.</b>	25007162 Education & Children's Services Education: SEN provision and EHC plans	Apology Financial redress: Loss of service and, avoidable distress/time and trouble (£6,900)	Provide guidance to officers on the factors to consider before issuing attendance warning letters to parents when a child is not attending school.

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<b>23.</b>	25013761 Education & Children's Services Education: SEN provision and EHC plans	No further action organisation already remedied	
<b>24.</b>	24003250 Education & Children's Services Education: SEN provision and EHC plans	Apology Financial redress: Loss of service (£7,875) Financial redress: Avoidable distress/time and trouble (£500)	