

Portfolio/ Partner	Complaint	Date of Ombudsman Decision	Ombudsman Finding/Investigation Outcome	Agreed Remedy/Service Improvements	Remedy implementation detail and learning outcomes	Ombudsman compliance outcome
Neighbourhood Services - Repairs and Maintenance Ref 202119437	Mr X complained about the landlord's response to his reports about a hot water tank leak and damage to his carpet; and complaints handling and record keeping.	13/04/23	The HO found no maladministration by the landlord in relation to its response to the resident's reports about a hot water tank leak and damage to his carpet, but did find maladministration by the landlord in its complaint handling and record keeping.	The HO ordered the Council (within 4 weeks of determination) to pay £400 for any distress and inconvenience caused to the resident by its ineffective complaints handling. It also recommended the Council reiterate its previous offer of compensation in relation to the carpet (£75) and provide the resident with the details of its liability insurers in order for him to consider making a claim. The landlord to review its complaints policy in order to bring it in line with the Ombudsman's Complaint Handling Code.	28/04/2023 - Letter to complainant including apology and confirming total remedy payment of £475. 28/04/2023 - Email to HO confirming complaints procedure is in line with the Housing Ombudsman's Complaint Handling Code which is followed by staff and on our web pages and intranet and there will be a formal review of complaints policy following the conclusion of Autumn 2023 consultation of LGSCO/HO joint complaint handling code.	Compliance met on completion of orders.
Neighbourhood Services - Streets Ahead Ref 22010387	Mr X complains that the Council did not properly respond to unblock and repair the drains near his home after he made repeated requests in 2021 and 2022; and did not respond to his report about a dangerous television aerial on a neighbouring property.	24/04/23	The LGSCO found no fault in how the Council responded to Mr X's report about a dangerous structure, or his report about poor drainage but there some was some fault in how the Council first dealt with Mr X's complaints which caused an injustice and the Council has agreed to pay Mr X a financial remedy for this injustice.	The Council agreed (within four weeks) to pay Mr X £100 to recognise his time and trouble.	05/05/2023 - £100 payment raised.	19/05/2023 - LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Neighbourhood Services - Repairs and Maintenance Ref 202108983	Mr X complained about disrepair and the level of compensation offered by the landlord; the way in which the compensation offered was to be paid, and the handling of the formal complaint and record keeping.	05/05/23	The HO found maladministration regards to the level of compensation the landlord offered during the complaints process and in the way in which the compensation was to be paid. The HO also found maladministration with regards to the landlord's complaint handling and service failure with regards to the landlord's record keeping in this case. failure.	The HO ordered (within four weeks of the determination) that the Council must: a) Produce a plan to address the complaints handling and record keeping failures highlighted in this report, and share this with the Ombudsman. b) Issue an apology to the resident, for the failings highlighted c) Pay the resident (directly) a total of £1,555.46 (£1,055.46 in respect of the impact of the disrepair experienced and £500 in respect of the complaint handling failures). The HO also made a recommendation that the landlord should consider adopting a written policy for calculating awards of compensation and this should be in line with section 6 of the Ombudsman's Complaint Handling Code.	08/06/2023 - Apology letter sent including remedy payment offer of £1555.46. 20/06/2023 - Case review shared with HO - identified learning around record keeping; complaint management and approach to compensation.	20/06/2023 - HO confirms landlord has fully complied with the orders made in this case and the case can now be closed.
Childrens Services - SEND Ref 21013182	Ms X complains the Council failed to make alternative education provision for her son, Y when he stopped attending school and delayed issuing a final amended Education Health and Care Plan after an annual review in 2021 causing distress and uncertainty.	01/06/23	The LGSCO found fault as the Council failed to provide Y with alternative educational provision and delayed issuing the final amended Education Health and Care Plan.	The Council agreed (within 1 month) to: a) Provide a written apology to Ms X for the failure to put in place alternative provision for Y from April 2021 to December 2021 and for the delay in carrying out the annual review in 2021; b) make a payment of £1000 to Ms X for the distress, avoidable time and trouble and impact on her ability to work caused by the Council's failure to provide suitable alternative provision for Y. c) Make a payment of £2000 to Ms X on behalf of Y to acknowledge he has not received any educational provision for two school terms from April 2021 to December 2021. d) Make a payment of £250 in recognition of the delays and frustration caused. e) Consider arranging a meeting between key officers and Ms X to look at rebuilding a relationship to help support Y moving forwards. Also the Council agreed (within 3 months) to review its guidance to staff on when its Section 19 duty is triggered to ensure the recommendations in the Ombudsman's focus report above are reflected in this. The Council should consider including guidance on our recommendation that councils should choose, based on all the evidence, whether to enforce attendance or provide the child with suitable alternative education; • Ensure there is a clear audit trail to evidence decisions taken on nonattendance and alternative provision; and shares this decision with relevant staff members.	07/06/2023 Meeting between A&I ASM and complainant. 12/06/2023 - Apology letter sent . 22/06/2023 - Payments totalling £3250 raised. 07/07/2023 - Meeting arranged between Director and complainant. 01/09/2023 - Minutes from key service team meetings shared with LGSCO to evidence review of guidance and reminders to staff (recording and documenting the decision to not prosecute when a child is not attending the school at which they are on roll at; audit trail for pupils where prosecution is deemed not appropriate; ensuring Alternative Provision is considered when a child is not attending the school they are on roll at, and prosecution is not deemed an appropriate; notifying the LA when a child stops attending school, and parents share they are unable to attend due to their health or otherwise). Separate discussions with legal colleagues ongoing around evidence required to present cases to court for children who are not attending and parents share their child is unable to attend due to health or otherwise; and to consider the 'public interest' to prosecute parents who are in consultation, request to assess, mediation or tribunal stages regarding their child's SEND needs.	05/09/2023 - LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Adult Wellbeing & Care Services Ref 22012858	Miss X complained the Council commissioned care provider failed to seek medical assistance for her mother and provided her with poor care.	02/06/23	The LGSCO found the Council was at fault for the care provider's poor record keeping, failure to seek medical advice after it said it would and for a missed visit. There was no fault in the way the Council investigated the concerns under its safeguarding procedures and it has taken appropriate action to prevent a repeat of the faults by the care provider.	The Council has agreed to send Miss X a meaningful apology setting out the actions taken to prevent a recurrence of the faults identified and to pay her £300 to acknowledge the distress and uncertainty caused by the faults identified.	04/07/2023 - Apology letter sent and £300 raised.	10/07/2023 - LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Neighbourhood Services - EPS Ref 22005654	Ms H complained the Council failed to address anti-social behaviour she is suffering from a neighbouring property – in particular, that it has not taken action to enforce an abatement notice it has served.	21/06/23	The LGSCO found the Council was at fault in how it dealt with anti-social behaviour by the complainant's neighbours. Its decision to replace an abatement notice with an amended version meant it could then not prosecute the neighbours for breaching it; it has proposed closing the complainant's case while an active abatement notice remains in place; and it has not given proper consideration to its full range of anti-social behaviour powers. These faults create an uncertainty about how the situation may be different.	The Council agreed (within one month) to: a) write a formal letter of apology to Ms H, acknowledging the faults identified and the impact of those faults; b) offer to pay Ms H £500 to reflect the uncertainty caused by its decision to withdraw the original abatement notice when it did; c) consider whether it would be appropriate to use any of its ASB powers to tackle Ms H's neighbours ASB, and make a clear record of its decision; d) assess the risk of harm to Ms H arising from this ASB, in line with the statutory guidance, and consider whether it should take any other action based on the outcome of this assessment; and e) issue guidance to relevant staff to remind them that: - where there is an active abatement notice, the Council has a duty to continue monitoring the situation, and cannot close the case while this remains so; - when dealing with complaints about noise or similar nuisance, they should consider whether the matter might also engage the Council's wider ASB powers, and make a referral to the appropriate team or department if so; and that - the statutory guidance recommends councils assess the risk of harm to complainants in ASB cases. As part of this reminder, the Council should explain under what circumstances, and how, it expects such assessments to be completed.	11/07/2023 - £500 payment raised 21/07/2023 - Apology letter sent to complainant. 21/07/2023 - Learning shared with staff and reminders issued around required actions/referrals to ASB Team. 21/07/2023 - Outcome of case review/assessment of risk of harm shared with LGSCO - new/separate ASB case opened.	24/07/2023 - LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Childrens: Children & Families Ref 22013386	Mr X complained the Council failed to investigate his complaints - about the Child in Need plan and the social worker appointed to his children - under the children's statutory complaint process.	07/07/23	The LGSCO found the Council at fault for failing to investigate the concerns under the correct complaints process.	The Council agreed (within one month) to a) provide Mr X with a written apology for the injustice caused by the failure to investigate the concerns under the correct complaints process; b) Start an investigation under the children's statutory complaints procedure and ensure the statutory timescales are adhered to; and c) Remind staff of the complaint process and procedures.	17/07/2023 - Letter of apology sent. 18/07/2023 - Letter confirming statutory stage 2 Independent Investigation. 01/08/2023 - Internal communication issued incorporating reminders to staff.	08/08/2023 - LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Partner Streets ahead Ref 23004185	Mrs X, complains the Council told her it would cut back tree branches overhanging her property. It later confirmed this information was wrong and it would not be cutting back the tree. Mrs X says the overhanging branches drop debris and sap into her property and onto her car.	24/07/23	The LGSCO decided not to investigate the complaint about the Council's refusal to cut back branches from a tree on the highway which overhangs her property. The Council's published policy on street trees is clear that it will not prune back overhanging branches because of falling debris. The LGSCO could not add to the Council's investigation. Nor would further investigation lead to a different outcome. The Council has apologised for initially giving the complainant the wrong information and this is a suitable remedy to this part of the complaint.	No further action - The Council's apology for initially providing incorrect information is a suitable remedy to this part of the complaint.	N/A	N/A

Neighbourhood Services - Housing Ref 202110792	Miss X complained about the landlord's handling of a leak affecting the communal area and the associated remedial repairs and the resident's complaint.	30/08/23	The HO found there was maladministration by the Council in its handling of a leak affecting the communal area and the associated remedial repairs and its handling of the resident's complaint.	The HO ordered (within 4 weeks of the determination) the landlord to a) pay the resident £600 compensation (£350 distress and inconvenience and £250 time and trouble caused by its handling of the complaint); b) apologise to the resident in writing for the maladministration identified. c). Carry out a case review to identify learning points and missed opportunities in its handling of the leak and remedial repairs. HO also recommended that the landlord takes steps to ensure that complaint handling staff have a clear understanding of: a. The roles and jurisdictions of the Local Government and Social Care Ombudsman and the Housing Ombudsman Service and signposting residents appropriately. b. When it is appropriate to record a resident's complaint as withdrawn and the importance of ensuring this is the resident's intention.	27/09/2023 - Apology letter sent and shared with HO. 27/09/2023 - Case review shared with HO - learning and actions identified around managing leaks and complaints management including: - The repairs service to review its approach to handling leaks in communal blocks. - Regular toolbox talks should take place with operatives on responding to leaks to ensure best practice. - The repairs service to monitor repairs and remedies associated with complaints more closely to ensure timely and effective resolution. - Complaint investigations/reviews need to be more robust in ensuring responses within target; delays in responding to complaints are communicated to the customer; learning from complaints is identified and recorded on the complaints system and reviewed every month and quarter. - Refresher training on complaints for the Leasehold Team.	? Financial remedy evidence
Childrens: Education & Skills Ref 22015298	Mrs F complained the Council did not act promptly to arrange a school placement for her son, B, when her family moved into the Council's area in August 2022. Although the Council arranged a place for the beginning of the school year, Mrs F says the delay meant the school could not arrange the provision set out in B's EHC plan; and this lack of support led to his permanent exclusion in November and since then B has had little to no education. Mrs F also complains she asked the Council to review the school's decision to exclude B, but this process was also delayed, and that the Council based its decision on the view of an officer who did not attend the review meeting and had not met B.	30/08/23	The LGSCO found no evidence of a delay in arranging a school placement for a child with an education, health and care plan was due to fault by the Council; and nor can we say any omission by the Council was responsible for a subsequent deterioration in the child's behaviour, which led to his exclusion. LGSCO unable to investigate a complaint about the alternative provision subsequently offered to the child, because it is linked to a matter which carried a right of appeal. There was some fault by the Council in its handling of the independent review against the child's exclusion.	The Council agreed (within one month) to: a) write a formal letter of apology to Mrs F, acknowledging its delay in arranging the independent review of B's exclusion, and the IRP's failure to advise her of right to request an adjournment because of the SEN expert's absence from the meeting; b) circulate guidance to its panel of IRP clerks, to ensure they are aware the statutory guidance says that, where they have requested the attendance of a SEN expert at a review meeting, but the expert is not present, parents may ask for the meeting to be adjourned until the expert is available; and that the IRP must explain this right to parents.	21/09/2023 - Letter of apology sent. 29/09/2023 - Reminder/guidance circulated to IRP clerks.	03/10/23 LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Partner Streets ahead Ref 23003453	Mr X complained about light coming from a streetlamp outside his first-floor bedroom window. He complained the Council: a) Failed to properly assess the light intrusion from the bedroom and b) Failed to properly fix a gap in the lamp's housing exposing LED bulbs causing light intrusion.	30/08/23	The LGSCO found there was fault by the Council in its measurement of light levels. Either it measured light at the wrong property or it made an error in one of the complaint responses by referring to the wrong house number. Either way, this was fault causing avoidable confusion about whether the measurements were from the right property. The Council has already taken appropriate action to remedy the injustice by retaking measurements and undertaking repairs to the lamp's shield.	No further action - The Council has already taken appropriate action to remedy the injustice by retaking measurements and undertaking repairs to the lamp's shield.	N/A	N/A
Childrens: Education & Skills Ref 22017244	Miss D complains the Council delayed issuing her son's final EHC plan. She says this has caused stress and upset, time has been wasted and her son has been struggling within a mainstream setting.	04/09/23	The LGSCO found overall delays of about 1 month causing Miss D frustration and time and trouble as she had to chase the Council. It also further delayed her right of appeal.	No further action - The Council has already apologised for this delay and this is an appropriate and proportionate remedy for the injustice caused.	N/A	N/A
Adult Wellbeing & Care Services Ref 23008124	Mrs X complained about delay in the Council completing a continuing health care (CHC) checklist for her mother.	09/10/23	The LGSCO upheld the complaint but did not investigate because the Council agreed to resolve the complaint early by providing a proportionate remedy for the injustice caused.	The Council agreed (within 4 weeks) to complete CHC checklist. Council had already offered to pay for Mrs A's care charges from November 2021 until March 2022 and make Mrs X a symbolic financial payment of £450 to recognise the distress and time and trouble caused.	22/11/2023 - Council completed CHC checklist 11/12/2023 - compensation payments raised on 'immediate payment terms'. Payments via BACS and went directly to Mrs A and Mrs X's bank account w/c 11/12/23	22/11/23 LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Childrens: Education & Skills Ref 23 001 080	Mrs C, complained the Council had failed to secure a suitable educational placement for her son (X), who has an Education, Health and Care (EHC) Plan, and provide him with a full-time education in the 2022/2023 academic year.	14/11/23	The LGSCO found the Council caused a service failure as it was unable to find a suitable special school for X. It was at fault for failing to provide X enough alternative provision to ensure he received a full-time education, and it should have communicated better with Mrs C.	The Council agreed (within one month) to: a) Apologise in writing to Mrs C and X, and pay her £750 to acknowledge the distress and uncertainty the Council's service failure and faults caused her and X; b) pay Mrs C £3,150, to use as she sees fit for X's benefit, to acknowledge the loss of opportunity to receive his education in a special school or receive fulltime alternative provision which met his needs as set out in his EHC plan between November 2022 to July 2023. The Council also agreed (within 3 months) to send written reminders to relevant staff of the Council's responsibilities under Section 19 of the Education Act 1996 when it is made aware a child is attending school part-time, or needs a special school placement. This should cover what the Council should consider when assessing the suitability of education and how it will provide, or work towards, a full-time education in such circumstances.	11/12/2023 - Apology letter issued by Head of Service. 20/12/2023 - £3,900 payment made via BACS. 09/02/2024 - Email to LGSCO confirming that as part of day-to-day communication, reminders have been given to relevant staff regarding the full extent of the Council's Section 19 responsibilities and that further to this service plan to discuss how as a Council they can most effectively discharge these responsibilities at all future Senior Management Team meetings as a standing item.	12/02/24 LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Adult Wellbeing & Care Services Ref 23009733	Mrs X complains about the Council's decision to remove her husband's medical priority from their housing application.	17/11/23	The LGSCO upheld the complaint but did not investigate because the Council has agreed to resolve the complaint early by providing a proportionate remedy for the injustice caused.	The Council agreed (within 4 weeks) to consider Mrs X's request for a review of the suitability of the offered property	21/12/23 - Review considered and outcome letter issued.	09/01/24 LGSCO recorded a compliance outcome of "Remedy complete and satisfied".
Adults Wellbeing & Care Services ref 23 002 690	Ms C complained on behalf of her son, Mr X, that the Council did not consider properly his disability related expenses due to his autism, dyspraxia and severe dyslexia when deciding the amount he must contribute towards the cost of his care. Ms C says this means her son is not getting the support he needs and his mental health has deteriorated.	12/01/24	LGSCO found fault in some of the Council's communication and avoidable delay but considered the agreed action of an apology and symbolic payment provides a suitable remedy.	The Council agreed (within one month) to: a) provide a written apology to both Ms C and Mr X for the avoidable uncertainty and inconvenience caused by the poor communication and avoidable delay and b) make a symbolic payment of £200 to Mr X to acknowledge the particular impact on him of the avoidable uncertainty and inconvenience.	12/02/2024 - Apology issued. 14/02/2024 - £200 payment raised/credited to bank account.	13/02/2024 - LGSCO issued compliance outcome "Remedy Complete and Satisfied".
Neighbourhood S: Operational Services ref 23007943	Mr X complains that the Council refused his application for a Blue Badge. As a result, he suffers pain and distress when accessing shops and visiting the hospital.	17/01/24	LGSCO found the Council incorrectly interpreted the guidance in failing to give Mr X the opportunity to provide supporting information from his GP.	The Council agreed (within 1 month) to invite Mr X to submit information from his GP in support of his application. It will then reassess his application considering all the information he has provided. The Council has also agreed (within two months) to review its policy to ensure it complies with national guidance.	15/01/2024 - Completed declaration form received from Consultant and renewal of the blue badge approved. Follow up with GP no longer necessary. 14/03/2024 - Update sent to LGSCO confirming policy has been reviewed against the National Guidelines and one small change is required (to confirm that accepting GP notifications (if consultants do not respond) becomes current practice). Discussions with legal and democratic services taking place to decide whether this change requires full committee approval. 22/03/2024 - Update sent to LGSCO confirming change has been implemented and embedded within the Service. Policy to be formally updated alongside changes required in response to ongoing review around hidden disabilities.	28/03/2024 - LGSCO issued compliance outcome "Remedy Complete and Satisfied".

Neighbourhood Services ref 201902716	Mr X complained about the landlord's handling of repairs issues, in particular: a. The installation of a new front door. b. Damp and mould. c. The bathroom light. d. The installation of an extractor fan in the kitchen. The HO also investigated the landlord's communication and complaint handling including the level of compensation awarded.	07/02/24	The HO found severe maladministration by the landlord in respect of its handling of the installation of a new front door and in respect of the landlord's communication and complaint handling including the level of compensation awarded. The HO found maladministration by the landlord in respect of its handling of damp and mould in the property; its handling of repairs to the bathroom light and the handling of the installation of an extractor fan in the kitchen.	The HO ordered the Council to: a) send an apology to Mr X for the failures identified in this investigation b) pay a total of £2750 for distress and inconvenience caused by the installation/repair delays and the distress, inconvenience and time & trouble arising from the failings in the landlord's communication and complaint handling. (Landlord to deduct any payments made during its complaint process. Therefore, if it has already paid the £1,500 offered at stage 2, it should pay Mr X £1,250). c) Contact Mr X to confirm completion of repairs that he complained about and if there are any repairs that are still outstanding the landlord should arrange further works with him. d) Provide a decision to Mr X on his claim for damaged to his carpets and decorations from a leak and for expenses incurred using a vacuum cleaner. e) Carry out a review of the handling of this complaint. The review should assess why the landlord did not respond to Mr Jones' correspondence or register complaints, and why there was a delay in sending the stage 2 response. The landlord should consider if its current complaint handling processes will mitigate the risk of the failings identified in this case happening again. f) Devise a programme whereby all staff with responsibility for investigating housing complaints will have training on complaint handling within the next 12 months. The training should be in line with the guidance within the HO's Complaint Handling Code. The HO further recommends the landlord: g) Review its record keeping practices for repairs and maintenance for cases where damp and mould is reported. This is to ensure that accurate and accessible records are kept and maintained, both of inspections and surveys carried out, and of works raised and completed in each part of the property. h) Devise a Compensation Policy for housing complaints taking account of the HO's Remedies Guidance. i) Update the Complaints Policy to align with the current Complaints Procedure.	Inline with orders / recommendations: (a) 06/03/2024 - Letter of Apology sent from the Chief Exec (b) £2750 paid to complainant (c) 22/02/2024 - Confirmation from Complainant that all repairs have been completed and no further works required; (d) 22/02/2024 - Confirmation from complainant that no further damages review required; (e) 22/02/2024 - Full review of Ombudsman case completed which has concluded learnings for the organisation including: Training for Managers in Housing & Repairs on effective complaints handling / Joint Housing and Repairs Complaints Subgroup to oversee improvements to complaints Management across the landlord service; completion of the self assessment confirming changes to the complaints procedure and compliance with the Housing Ombudsman Complaint Handling Code. (f) The Transparency, Involvement and Accountability Board have accepted ownership for ensuring that all Investigating Managers will have complaints handling training in the next 12 months in line with the HO Complaint Handling Code. (g) Significant changes have been made to the operation of recording and monitoring of work in relation to damp and mould. (h) There is a review to look at provision of a compensation policy for Housing (In the interim the HO remedies will be utilised for guidance) (i) Following the changes to the HO the Complaints Policy and Procedure have been updated for Housing and Repairs Services as of 1st April 2024.	12/03/24 - HO confirmed compliance with orders made and case closed.
Adults Wellbeing & Care Services ref 23005429	Ms F complains on behalf of her grandson, Mr B, that the Council: • Failed to plan his transition from children's to adults' services, causing delay in assessment and failure to provide a taxi to school. • Refused to provide him with an adult social worker or care and support. • Has not been transparent about why care and support was refused. • Does not have a clear or transparent pathway for children moving to adult services.	08/02/24	The LGSCO found there was fault in transition planning (preliminary assessment was not done until after Mr B was 18) however, this did not cause him any injustice as he was found not to be eligible, so he did not miss out on any support. No subsequent evidence of fault in the way the preliminary assessment was carried out. The Council failed to book school transport for three days but has now funded this, which remedies the injustice caused.	No further action - LGSCO is satisfied the Council has already taken action to remedy the injustice caused.	N/A	N/A
Neighbourhood Services ref 23014968	Mrs X, complained the Council had refused her renewal application for her son's Blue Badge.	08/02/24	LGSCO decided not to investigate the complaint because the Council had reviewed its decision and issued the Blue Badge. LGSCO considered this a satisfactory outcome.	No further action - LGSCO is satisfied the Council has already taken action to remedy the injustice caused.	N/A	N/A
Adults Wellbeing & Care Services ref 23 004 629	Mrs X complains the Council's care provider/care home, failed to look after her late mother properly (Mrs Y) causing avoidable distress.	15/02/24	The LGSCO found that the care home's care planning did not take account of all Mrs Y's needs. The support it provided was not always in line with her assessed needs. It has been unable to provide Mrs Y's medication administration records.	The Council agreed (within four weeks) to write to Mrs X apologising for the failings identified and the distress caused, and pay her £250 in recognition of the distress caused. Council also agreed (within eight weeks) to work with the care home to identify the action it needs to take to ensure: a) it does not overlook the need to prompt people to take fortified drinks and documents this properly; b) its staff have access to people's care plans and follow them when delivering care; and c) care records are not misplaced after someone has left the care home.	04/03/2024 - Apology issued. 14/03/2024 - £250 payment made. 13/03/2024 - Care Home visit completed to review the care homes process of the promotion of fortified drinks and their application - check completed and passed. (a) The care home has adopted a digital care plan system (Person Centred Care (PCS) and the documents are scanned to the individuals electronic record to ensure incidents of this type can't happen again. (b) All records are now kept on the PCS system and all residents on respite, be that via private or the S2A pathway has a basic electronic care plan drawn up and implemented on admission to the home. Should that resident move into the home on a permanent basis then this record forms the base of the full care package. (c) Previously the home used paper records for all care plans. Once a resident was no longer at the home the paperwork was archived for 7 years. The first year was kept at the home before being moved to a central point which the entire company used	19/03/2024 - LGSCO issued compliance outcome 'Remedy Complete and Satisfied'.
Neighbourhood Services ref 202100059	Miss X complained about the landlord's handling of her concerns regarding, the condition of the property when let, gas safety and complaint handling.	21/02/24	The HO found maladministration in the landlord's handling of the resident's concerns regarding: a. The condition of the property when let; b. Gas safety; and c. Complaint handling.	HO ordered the Council to: a) Pay the resident further compensation totalling £1,450 within 4 weeks (£600 for disruption and inconvenience given it let a property with numerous repair issues to a known vulnerable resident; £600 for its poor handling of gas safety and £250 for the failings identified in its complaints handling). b. Pay the resident the £3,189.39 offered in its revised compensation review within 4 weeks, if it has not done so already. c. Carry out a review within 8 weeks into why it did not arrange a formal complaint investigation sooner despite complaints made before 2021. HO also recommended the Council: a. Carry out further training and refresher courses for its staff and contractors and ensure it reviews its void process and that it has taken steps to ensure that, before a resident moves into a property, it has undertaken all necessary checks to ensure the property meets the minimum letting standard, including ensuring that gas and electricity are serving the property safely, and that space and water can be heated adequately. b. Update its lettings procedure to enable residents who may have a mental health condition to discuss any concerns they have prior to the tenancy sign up. c. Remind its contractors when carrying out work in a property that they should remove any waste material or rubbish from the property or the garden before leaving the site. If they are unable to do so, they should make arrangements with the landlord to clear and dispose of, within a reasonable time, any remaining waste material or rubbish. d. Engage a suitably qualified, independent gas safety consultant to investigate the previous annual gas safety checks carried out at the property and the various gas works that took place in 2018 in order to establish what happened, what went wrong and if there are any service improvements the landlord needs to make to prevent a similar situation happening in future. e. Carry out a case review to verify that its (and its gas contractor's) policies, procedures and working practices in regard to void inspections and gas safety are fit for purpose.	Completed Orders: Total of £4639.39 made to complainant. 18.12.2023 Full review of the Ombudsman Complaint Report Finding s completed December 2024 and shared with Housing Ombudsman and senior staff responsible to managing complaints. Recommendations: (a) SCC had an annual audit of Gas Safe Registration, a number of Team Leaders and Operatives attended a briefing and to demonstrate their knowledge on gas work, certification etc. All attendees completed the examination set by Gas Safety and SCC completed the audit successfully. Voids repairs carry out a full check complete with photos from each room & external gardens. The HM&E reinstatement process will capture any issues with heating & power. The property has a further check when the rehousing team carry out the new tenancy sign up (b) Applicants are asked about any vulnerabilities as part of their housing registration, with their priorities officer (if applicable) and during the property sign up. Void Support Officers offer support / referrals as part of this process and answer any queries / concerns with customers during the viewing. (c) This is managed by Void repairs, no property is fit to let until all the void waste has been removed. Also checked during the voids check off. (d) We now have an in house compliance team that carry out QA checks and we have engaged an external 3rd party QA company to carry out further checks on our work. We have a new more robust Standard operating procedure. We will engage Corgi Gas Services to carry out a check on our previous procedures and ensure any shortfalls have since been rectified.	15.05.24 - HO confirmed compliance with orders made and case closed.

Children's Services ref 23004844	Ms X complains the Council failed to secure the speech and language therapy set out in her daughter, Z's, February 2023 EHC Plan and this caused her daughter to miss provision that was important for her social and communicative development and caused Ms X distress and frustration.	26/02/24	The LGSCO found the Council failed to take sufficient action to secure the speech and language therapy in Ms X's daughter's Education, Health and Care Plan (EHC Plan) and this caused Ms X frustration and caused her daughter to miss out on provision she was entitled to receive.	The Council agreed (within one month) to: a) Apologise to Ms X for the injustice caused by the faults in this case; b) Pay Ms X £700, which can be used for Z's benefit, to reflect the impact of loss of speech and language provision between February and November 2023; c) Pay Ms X £100 for each session of speech and language therapy that Z missed out on, and continues to miss out on, from 24 November 2023 up to three months after the date of the final decision on this case; d) Pay Ms X £150 to reflect the frustration and distress she was caused by the Council not taking steps to address the missed provision much earlier; and e) Demonstrate how the Council intends to secure the speech and language provision in Z's EHC Plan, through private means if necessary, and agree to carry out monthly checks with the provider to ensure the provision remains in place for several months after it is secured. The Council also agreed (within three months) to: a) Review its commissioning arrangements with regards to speech and language therapy to ensure it can secure this type of therapy when it is set out in its children's and young people's EHC Plans; and b) Remind its SEND staff that the Council's duty to secure the provision in Section F is non-delegable. The Ombudsman appreciates that it is not always possible to secure provision from industries where there is a national shortage of professionals, such as in speech and language therapy. However we do expect to see evidence that the Council has tried to secure the provision in the Plan and not delegated this duty to another service.	22/03/2024 - Apology issued. 26/03/2024 - Update sent to LGSCO confirming NHS are now delivering the SaLT provision. 03/04/2024 - £1650 payment raised (£700+£150+£800 (8 missed sessions x £100)). 26/04/2024 - Background evidence shared with LGSCO regarding NHS delivery of SaLT provision and confirming learning point b) was taken forward with Staff during a training session delivered on Wednesday 21 Feb 2024. 17/07/2024 - Update sent to LGSCO relating to ongoing review of commissioning arrangements: Recent review has led to Speech and Lanaguage therapy services ensuring their provision within EHC Plans covers what are called Episodes of Care. This model ensures there is delivery of provision when children need the intervention the most and ensures a natural review period is built into all therapies that are offered. This is an empowering and enabling model that works to build resilience rather than reliance. Alongside this a package of training has now been made available on the NHS pages so staff within education settings can access online training, ensuring staff in education settings are well equipped to deliver an appropriate level of Speech and Language Intervention as advised by the registered specialists. As with the national picture, all therapy services are stretched, with speech and language having an 80% rise in demand for their assessment and involvement. A larger piece of work is to commence across the South Yorkshire Integrated Care Board reviewing the approach across all therapy services.	01/08/2024 - LGSCO issued compliance outcome 'Remedy Complete and Satisfied but late'.
Neighbourhood Services ref 202124151	Mr X complained about the landlord's handling of the resident's reports of leaks, damp and mould and repairs to his bathroom; and the landlord's complaint handling.	29/02/24	The HO found there was maladministration in the landlord's handling of the resident's reports of leaks, damp and mould and repairs to his bathroom and maladministration in the landlord's handling of the complaint.	The HO ordered the Council (within 28 days) to: a. contact the resident to arrange a full independent survey of the property to identify if any further leaks are affecting the property and to uncover what works are required to resolve the damp and mould. Once the survey is completed, the landlord must share it with the resident and this service within 5 working days of receiving it. The landlord must use its best endeavours to ensure any works identified are completed within 56 days of the date of the report, or any timescales listed in the report whichever is later. b. pay the resident £4,000 compensation for the distress, inconvenience and loss of amenity and enjoyment of his home between 10 April 2019 and the date of the HO determination. c. pay the resident £300 for the poor complaint handling. The Ombudsman further orders the landlord to complete all the redecoration work to all affected areas once all repair work has been completed.	14/03/2024 - Survey completed and shared with resident as per HO Order. 16/04/2024 - Work identified planned to be completed by 16/04/24. March 2024 - £4300.00 payment made to Mr X.	18/07/24 - HO confirmed compliance with orders made and case closed.
Neighbourhood Services ref 23 011 510	X complained about the way the Council has dealt their and their relation, Y's housing application. X complains the Council has wrongly reduced their priority and has bid on unsuitable properties it knew they would not accept. X also complains about the way the Council has responded to their complaints.	26/03/24	The LGSCO found the failure to properly explain the outcome of the OT assessment, and to clearly identify the types of properties and areas that would be considered suitable for their needs was fault and this caused X and Y an injustice.	The Council has agreed (within 1 month) to apologise to Y and X for the failure to properly explain the outcome of the OT assessment, and to clearly identify the types of properties and areas that would be considered suitable for their needs; and to pay X £250 in recognition of the distress and frustration the Council's failings have caused.	11/04/2024 - Apology letter issued. 17/04/2024 - £250 payment made (cheque)	29/04/2024 - LGSCO issued compliance outcome 'Remedy Complete and Satisfied'.
Neighbourhood Services ref 22 017 259	Ms X complained the Council wrongly considered rent arrears when deciding not to accept her on to the housing register in 2020, and wrongly placed her in band E as a result of the arrears when she made a new application in 2022. As a result, she says she had to live in private rented accommodation where she suffered harassment and antisocial behaviour from neighbours.	26/03/24	The LGSCO found the Council took appropriate action to address the issue with the old debt and LGSCO could not achieve anything more by further investigation. LGSCO found the Council has taken appropriate action to remedy the injustice caused by any fault in the way it considered her housing register application (priority banding changed and backdated) and there was insufficient evidence of fault in the way it considered reports about her private rented accommodation.	No further action - LGSCO is satisfied the Council has already taken appropriate action to remedy the injustice caused.	N/A	N/A