

| Portfolio/ Partner   | Complaint   |
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| <b>LGSCO</b>   |   |
| Resources - Customer Services<br>ref 21 009 789                      | Mr X complained about the Council's decision to refuse free home to school transport for his son, Y.  |
| Operational Services -<br>Environmental Services -<br>ref 21 000 037 | Ms J complained about the Council failing to take effective enforcement action against her neighbours who are causing her a noise nuisance:   |
| Children's - SEND/Social care -<br>ref 20012533<br>(PUBLIC REPORT)   | Mrs B complained the Council failed to provide appropriate support to meet her daughter's (Ms C's) care and support needs following problems with her care provider. The Council delayed completing a safeguarding investigation into concerns about the care provision, and victim blamed Ms C in the outcome of the safeguarding investigation. The Council produced an action plan which it failed to follow, which further compounded the distress to Mrs B and Ms C and allowed poor service to continue for many years. Because of the problems with care services, and lack of appropriate support, Ms C could not attend college due to her anxiety and depression. The Council failed to properly review her Education, Health and Care plan between 2016 and 2021. It did not provide her with education from September 2017 to 2021, as it failed to consider alternative provision. |

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| Operational Services H&NS<br>Housing Allocation/Rehousing<br>ref 21 003 003 | Miss X complained about the Council's failure to resolve long-term disrepair problems and other issues which have affected her temporary accommodation over the past year, its decision to end its homelessness duty and failure to take account of her disability and vulnerability. |
| Operational Services H&NS<br>Housing Allocation/Rehousing<br>ref 22 002 209 | Mr X complained the Council cancelled his housing application because he missed repayments on his former rent arrears. Mr X says the Council failed to consider that he had consistently paid his arrears over a period of time and is due to leave supported housing.                |
| Children's - Children & Families -<br>ref 21 007 520                        | Mr S complained the Council did not suitably consider his concerns about the care his daughter was receiving when in care and did not recognise the impact of the issues he raised.   |
| Partner Veolia -<br>ref 21 011 239  | Mr B complained about the Council's decision to suspend indoor collections of bulky waste, because of concerns about the spread of COVID-19.  |

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| Children's - SEND<br>ref 21 011 029                | Miss F complained about the way the Council dealt with her son's (J) special educational and social care needs.   |
| Children's - SEND<br>ref 21 000 113                | Miss T complained the Council failed to make adequate alternative provision for her son, despite the fact he was unable to attend school due to health reasons. |
| Children's - Children & Families<br>ref 22 005 513 | Miss X complained about the Council's decision to refer her to the Local Authority Designated Officer after it received a safeguarding referral.                |

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| People - SEND - ref 21 010 289                    | Miss H complained that the Council and Sheffield Children's NHS Foundation Trust have delayed her son J's Education, Health and Care Plan (EHC Plan) annual review. She complains the Council has failed to ensure J receives the 1-1 speech and language therapy in his EHC Plan since September 2020.   |
| AHSC - ASC Access and Prevention - ref 21 012 268 | Ms B complained about the Council's decision to charge her for her package of care without completing a full financial assessment. She says she did not know the Council would charge her for the care. She says the Council made mistakes in its calculation of her contribution and the invoices and disclosed confidential information about her.  |
| Children's - SEND<br>ref 22 000 694               | Mrs X complained the Council had not provided her daughter, Y, with education since it was told she was no longer attending the alternative provision on 30 November 2022; delayed sending a final Education, Health and Care (EHC) plan after mediation in March 2021; and has not sent details of which specialist provisions it consulted, their replies and which version of the EHC plan they were consulted on so the family can make an informed decision on their daughter's education. |
| Children's - SEND<br>ref 21 000 853               | Mrs J complained the Council failed to: a) reach a decision on her son's Education, health, and care plan within statutory timeframes; b) release funds to his school from April 2020; and c) properly deal with her formal complaint about its actions.  |

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| <p>AHSC - ASC<br/>ref 22 001 445</p>                             | <p>Mrs X complained about errors in how the Council managed her mother's (Mrs Y) and father's (Mr Y) care home fees and of poor communication.</p>  |
| <p>Children's - SEND<br/>ref 21018782</p>                        | <p>Mrs X complained the Council delayed its review of her daughter's EHCP, delayed notifying her right of appeal and failed to arrange all the educational provision specified, resulting in missed education and distress.</p> |
| <p>Operational Services - Licensing<br/>- ref 21 011 551</p>     | <p>Mr X complained about how the Council decided to award street trading consents for three sites to a company other than his.</p>  |
| <p>Resources - Council Tax -<br/>ref 22 002 911</p>              | <p>Mrs X complained that the Council took enforcement action about council tax arrears she was not aware of.</p>  |
| <p>City Futures - Property<br/>Services/RTB - ref 22 005 722</p> | <p>Mrs P complained about the Council a) disputing the District Valuer's determination when she exercised her right to buy her flat; and b) failing to deal properly with her formal complaint.</p>                             |
| <p><b>HOUSING OMBUDSMAN</b></p>                                  |   |

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| Operational Services - Council<br>Housing - ref 202119007                        | Mr X complained about the landlord's response to his concerns regarding the misallocation of a payment to his final account for his former property and the landlord's handling of the associated complaint.   |
| Operational Services - Council<br>Housing Repairs & Maintenance<br>ref 202119409 | Mr X complained about the handling of his reports of a leak into his property and the handling of his complaint.   |
| Operational Services - Council<br>Housing Repairs & Maintenance<br>ref 202200707 | Mrs X complained about the landlord's handling of her concerns about structural issues and cracking within her home; the handling of an external door replacement; the handling of damp; her request for rehousing; and the handling of her complaint. |

| Date of Ombudsman Decision | Ombudsman Finding/Investigation Outcome  |
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| 19/04/2022                 | LGSCO found that the Council's appeal panel failed to consider all the evidence Mr X provided.   |
| 25/04/2022                 | The LGSCO found the Council had failed to provide complete records, failed to show it had considered and reached a decision on her acoustic report, and failed to show whether officers properly considered and reviewed the case after witnessing two breaches of an abatement notice. The LGSCO concluded this caused Ms J distress and uncertainty around not knowing if the council was taking action, and possible lost opportunity, of not knowing whether the outcome might have differed had the fault not occurred. |
| 24/05/2022                 | The LGSCO was pleased to see the Council had accepted its failings in this case, had apologised, and is reviewing and changing its procedures. Overall the LGSCO found the Council failed Ms C with her social care and educational support for a prolonged period, and this was at a time when she was feeling particularly vulnerable and transitioning to adulthood.  |

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| 27/05/2022 | <p>In its response to the LGSCO the Council confirmed that it acted with fault when Miss X surrendered her tenancy in June 2021. The Council says it was only at this point that it was directed to medical evidence which highlighted Miss X's true housing needs. The Council also explained it had erroneously started the process of a suitability review of Miss X's temporary accommodation, when she had in fact lost the right to remain in that property. The LGSCO did not consider the above fault caused significant injustice to Miss X, given she was allowed to remain in the temporary accommodation until alternative suitable housing was identified. The LGSCO did not find fault in the Council's handling of Miss X's concerns about her temporary accommodation.</p> <p>The LGSCO did find the Council was at fault in not considering nor asking Miss X what reasonable adjustments it might need to make to enable her to access its housing services; and failing providing information to her in an accessible format.</p> |
| 27/06/2022 | <p>The LGSCO decided not to investigate this complaint about how the Council dealt with Mr X's housing application because the Council agreed to review its decision to cancel his housing application and has reinstated it. The LGSCO considered this action is in line with their Guidance on Remedies and there was nothing further they could achieve from investigating the complaint further.</p>   |
| 30/06/2022 | <p>The LGSCO found fault with the Council for failing to consider suitable recommendations during the stage three review of his complaint which caused Mr S and Child P significant injustice and meant the Council did not fully address Mr S's concerns.</p>   |
| 11/07/2022 | <p>The LGSCO concluded it was for the Council to decide whether to suspend indoor collections of bulky waste, because of concerns about the spread of COVID-19; and the Council should have made an assessment of the likely impact of this suspension on disabled people (or ensured Veolia had done so), in accordance with the public sector equality duty, but did not find that this caused a direct injustice to the complainant. The LGSCO did find delay and confusion in the Council's complaint handling.</p>  |



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| 11/08/2022 | The LGSCO found that although there was some delay with the annual review this did not cause J to lose out on education. The LGSCO also found fault when the Council did not ensure there was a COVID-19 risk assessment in April 2020, and when it did not consider alternative social care provision in 2020, once it was clear the holiday club was not operating. This caused uncertainty as to whether J could have attended school or had other support.   |
| 24/08/2022 | LGSCO found fault by the Council, because it did not take steps to secure alternative provision for a period of time when a child was not in education because of health reasons. LGSCO also found fault for a small delay in issuing the child's education, health and care plan, but this did not cause a significant injustice.   |
| 26/08/2022 | LGSCO did not investigate the complaint because they were satisfied with the action the Council agreed to take to remedy the outstanding injustice. The Council's complaint response to Miss X, had already accepted that the decision to refer her to the LADO was flawed and the threshold for a LADO investigation was not met. The response apologised to Miss X for failing to follow the correct procedures and the impact that had on her emotional wellbeing and further reassured her that it had since strengthened its LADO arrangements. |

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| 01/09/2022 | The LGSCO found there was fault by the Council and Trust. There were long delays in the annual review process, and in the response to Miss H's complaint. The Council failed to ensure J received the speech and language education provision in his plan. This has caused an injustice as J has missed out on educational provision in his plan, and Miss H has suffered stress and upset.            |
| 01/09/2022 | The LGSCO found there was fault in the initial calculation of the contribution and in some of the invoices the Council sent. There was further fault as the Council disclosed information about Ms B which it should not have done. The LGSCO did not find fault in the Council's help in finding residential accommodation for Ms B for a short period of time and Ms B's stay at that accommodation. |
| 04/10/2022 | The LGSCO found fault by the Council. There were administrative errors and delays sending a final Education, Health and Care plan after mediation. There were also delays referring child Y for home tuition, which meant she spent 7 months with no formal education.   |
| 01/11/2022 | The LGSCO found that the Council failed to reach its decision on whether to issue an EHC Plan and notify Mrs J of it within the timescale. It also failed to deal with her complaint properly. The LGSCO saw no reason why the Council should be responsible for funding provision before August 2020 when it decided to make a EHC plan.  |

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| 11/11/2022 | The LGSCO found no fault in how it managed Mrs Y's care fees but did find fault in how it managed Mr Y's fees (delay and error in the financial assessment). It agreed to pay for Mr Y's care and backdate payments to September 2021 but did not start doing so for three months. The errors caused Mrs X uncertainty, distress and financial loss.   |
| 29/11/2022 | The LGSCO found fault because the Council did not meet its statutory duties in progressing Miss Y's EHCP review; notifying her right of appeal and securing educational provision.   |
| 09/01/2023 | The LGSCO found the Council was not at fault in how it allocated the street trading consents but it was at fault for poor complaint handling, which caused Mr X undue frustration.   |
| 25/01/2023 | LGSCO did not find the Council at fault for taking enforcement action but did find the Council at fault for relying on out-of-date information obtained from a Land Registry check 3 years prior. Council at fault for failing to act in line with its policy and not making every effort to trace Mrs X's current whereabouts. However, LGSCO did not find this caused Mrs X injustice as the debt had already passed to bailiffs for recovery action because she failed to pay the council tax she was liable for; and Mrs X contributed to her own injustice by failing to provide up-to-date contact information to the Council. |
| 22/02/2023 | The LGSCO found fault. Council failed to tell Mrs P it had challenged the valuation and delayed dealing with her complaint according to its complaints procedure.  |
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| 04/10/2022  | HO found no maladministration by the landlord in respect of its response to the resident's concerns regarding the misallocation of a payment to his final account for his former property but did find service failure by the landlord in respect of its handling of the associated complaint   |
| 04/03/2023<br>(review decision issued 02/05/2023) | <p>HO found fault in the Council/landlord's handling of his reports of a leak into his property - failure to keep accurate repair records, and then provided those inaccurate repair records to its insurance team, and also failed to communicate with the resident how the property should be dried out.</p> <p>HO further found fault in complaint handling - failure to raise a complaint when the Ombudsman requested it to do so on 7 December 2021, failed to issue its stage one response within a reasonable timeframe, failed to escalate or provide a stage two complaint response within a reasonable timeframe, and then failed to investigate the accuracy of its repairs records as part of the complaint.</p>   |
| 24/03/2023  | <p>HO found the Council/landlord delayed unreasonably in carrying out a CCTV drainage survey; carrying out remedial works to the resident's home; obtaining the second structural survey and carrying out underpinning works. HO also found landlord failed to keep records to demonstrate the 'fit to let' standard of the resident's home prior to her accepting the tenancy, that it kept the resident informed in relation to the ongoing structural concerns and how it assessed her property in accordance with its decant procedure. Compensation offered was not proportionate to the distress and inconvenience caused to the resident and did not offer sufficient redress given the circumstances of the case.</p> <p>landlord failed to keep to its complaint response target and did not keep the resident informed of the delays.</p> <p>HO also found the Council/landlord failed to keep to its complaint response target and did not keep the resident informed of the delays.</p> |

## Agreed Remedy/Service Improvements

Council agreed (within 1 month) to provide a written apology to Mr X and offer Mr X a fresh appeal with a new panel.

Also agreed (within three months) to remind the school transport appeal panel that its decision notice needs to include reference to all the evidence considered.

The Council agreed (within four weeks) to:

- a) Send Ms J a written apology for its failings to: provide evidence of what was happening between August-December 2020 on her noise reports; show if and how it considered the acoustic report she privately paid for; provide evidence of the complaint she made in January 2021 and how it resolved it as claimed; show what prompted it to write to the neighbours and install noise monitoring equipment in her house; show whether officers reviewed the case after each of the two breaches of the abatement notice; show evidence of its decision not to take court proceedings.
- b) Pay Ms J £100 for the injustice the identified fault caused her.
- c) Take steps to ensure it knows why there are gaps in the evidence it provided in support of its response to our enquiries.
- d) Ensure officers are reminded of the need to have a proper record of their consideration of, and their decision on, evidence provided privately by a complainant, such as an acoustic report.
- e) Ensure officers are reminded of the need to have clear records of reviews, and decisions taken on those reviews, after witnessing, or having monitoring equipment evidence, a breach of an abatement notice.
- f) Give officers clear updated guidance about the noise procedure it expects them to follow, especially following breaches of abatement notices.

Council required to formally consider LGSCO public report and report back to LGSCO on action taken within 3 months.

In addition to action already taken the LGSCO has recommended the Council:

- refund £605.12 which Ms C wrongly paid towards her care support, plus interest on this amount based on the retail price index;
- pay both Mrs B and Ms C £1,500 each to recognise their distress, and the time and trouble Mrs B has had trying to get the Council to put things right over many years;
- pay Ms C £500 a month for every month where the Council failed to provide her with education, from September 2017 until the current provision was put in place;
- consider any discretion to provide educational support to Ms C beyond the age of 25, to support her completing any course she is undertaking. Write to Ms C to explain what it has decided in terms of post-25 support and its reasoning. If the Council cannot provide this from its education budget, perhaps it can from its adult social care budget; and
- provide us with evidence of the actions it has taken to improve its services following the learning from this complaint.

Council agreed (within one month) to apologise to Miss X and make a payment of £200.

Also agreed (within three months) to:

- provide training to all relevant staff about the Council's public sector equality duty and the importance of asking about, and making, reasonable adjustments;
- produce written guidance for all relevant staff on reasonable adjustments, including how to seek information and examples of adjustments that can be made;
- review and amend existing staff procedures and application forms to ensure questions about reasonable adjustments are imbedded in the process when a person approaches the Council as homeless or in need of housing. Revised procedures should also include methods for ensuring any reasonable adjustments are clearly recorded and consistently provided.

No further action required

The Council agreed (within 4 weeks) to write to Mr S and Child P and apologise for the fault identified and pay Child P £500 in recognition of the distress caused to them by the failure to provide support and pay Mr S £300 in recognition of the distress caused to him and the time and trouble taken to pursue the complaint.

The Council further agreed (within 12 weeks) to: a) review how stage three review panels make recommendations and ensure there are actions to address upheld complaints; b) share the LGSCO's final decision with the stage three panel; c) review whether further visits were recorded that did not take place, and audit other cases where the social worker may have populated visits. If the Council finds that other visits were recorded, it should consider whether a referral to the appropriate regulatory body is necessary. The Council should tell the Ombudsman of the result of this audit and d) review how and when it communicates with parents about health concerns and developments for children, and consider providing further training to staff in this area.

The Council agreed (within one month) to pay Mr B £150 to reflect his time and trouble, arising from the delay and confusion in its complaint handling; and circulate guidance to relevant staff to ensure they understand the Council's policy on dealing with complaints about waste collection.

The Council has agreed (within 1 month) to apologise to J and pay him £300 to acknowledge the uncertainty he was caused.

The Council agreed (within one month) to confirm it has put aside £2000 to release to F as appropriate, once it has agreed with him and Miss T what the best use of the money will be; and arrange a date and time to discuss this with Miss T and F.

The Council agreed to pay Miss X £300 for the avoidable distress caused by its actions to remedy the outstanding injustice.

The Council and Trust have agreed to apologise, pay a financial remedy to Miss H, complete the annual review and make improvements to their services.

The Council agreed (within one month) to: a) Apologise to Miss H and J for the faults I have identified; b) Secure J's 1-1 SALT provision as listed in his current EHC plan; c) Complete the annual review process and issue an amended EHC plan for J, and advise Miss H of her right of appeal to the SEND Tribunal; d) Pay Miss H £250 to recognise the distress and uncertainty the Council's fault has caused her, including the loss of opportunity to appeal to the SEND Tribunal; e) Pay Miss H £150 to recognise the time and trouble she has spent in pursuing her complaint f) Pay Miss H £300 to recognise the 1-1 SALT provision J lost between September 2020 and July 2022. Miss H should use this payment for the benefit of J's education g) Pay Miss H £1250 in recognition of the fault resulting in loss of education provision. Miss H should use this money for the benefit of J's education.

The Council agreed (within 3 months) to: a) review its processes to ensure it amends and issues EHC plans following an annual review in line with statutory timescales and the requirements of the Code; b) review its procedures for carrying out interim / emergency reviews of EHC plans, in line with the requirements of the Code; c) ensure the Council has a mechanism in place for checking provision specified in an EHC plan is arranged from the start of a new or amended plan; d) review sources of SALT therapy services and develop a plan to ensure it can commission SALT therapies needed to support the EHC plans it maintains; e) explain the work completed with the Integrated Care Board and Children's Hospital and other partners to review SALT services across the city, to ensure there is adequate high-quality support for all children who need SALT input and f) submit a report on the above to the relevant council scrutiny committee.

In addition to the action already taken to correct the error in the contribution and invoices and backdate any changes, the Council has agreed (within 1 month) to apologise to Ms B in writing and pay Ms B £500 for distress caused.

The Council agreed (within 1 month) to finalise the EHC plan; review its procedures to ensure that administrative errors (such as sending the wrong documents) do not recur; and pay Mrs X £500 for the distress caused at being sent the wrong documents and her time and trouble pursuing the complaint and £1400 (£200 x 7 months) to acknowledge the impact of the loss of educational provision.

In addition to the apology the Council had already given Mrs J for missing the time frame, the Council agreed (within 4 weeks) to send a written apology to Mrs J for its failings to respond to, and seek clarification from her, about her letter of complaint sent in April 2021; and to look at why there was a failure to deal with her complaint letter sent in April 2021 properly and promptly.



The Council agreed (within 1 month) to pay Mrs X £400 as acknowledgement of the frustration and distress caused by the delay completing Mr Y's financial assessment, the poor communication and further delay in starting to pay for Mr Y's care between April and July 2022. The Council further agreed to confirm with the care home how much it needs to refund Mrs X for fees paid on Mr Y's behalf since 27 September 2021 and support Mrs X as needed until Mrs X confirms the care home has refunded her all the fees she is owed.

The Council agreed (within one month) to provide Mrs X with an apology; pay Mrs X £1000 for distress and uncertainty; pay Mrs X £5200 for missed educational provision; arrange and fund SALT, physiotherapy, and social skills activities as detailed in Miss Y's EHCP or ensure Mrs X has sufficient funding to arrange this herself.

The Council further agreed (within 3 months) to provide training or guidance to staff working in Children's Services on the Council's statutory duties, including timescales for the EHCP review process; notifying rights of appeal with a final EHCP; and the duty to secure section f provision.

The Council agreed (within 1 month) to apologise to Mr X for the frustration caused by its failure to respond to his complaints appropriately and pay him £100 in recognition of that frustration.

Council further agreed (within 3 months) to remind staff in the Parks and Countryside Service and the Licensing Service of its complaints policy, including when to respond to contact as a complaint; and that they should work together to provide complainants with a joined up, comprehensive and timely response when they receive complaints about issues that involve more than one service.

No further action required .

LGSCO noted the action already taken including apology and procedures put in place to ensure any challenge of the District Valuer's decision is communicated to tenants buying their homes and only after full collaboration with the right to buy team by the surveyors; a workshop between the departments to share best practice and improve customer focus; reviewing the reintroduction of property right to buy inspections.

The Council further agreed (within 4 weeks) to send Mrs P an apology for failing to deal with her complaint under the second stage of its complaints procedure (review stage) within stated timescales and pay £100 to Ms P for the injustice caused by the delay responding to her complaint.

HO ordered the Council (within 4 weeks) to: a) pay the resident £250 compensation in recognition of the inconvenience caused and time and trouble spent as a result of the landlord's poor complaint handling and communication. This includes the landlord's previous offer of £150 if this has not already been paid.

b). The landlord should review its complaint policy to ensure it complies with the Housing Ombudsman's Complaint Handling Code.

HO ordered the Council (within 4 weeks) to:

- a) Apologise for the failings identified
- b) Pay the resident £600 for its maladministration in respect of its handling of the resident's reports of a leak into his property;
- c) Pay the resident £400 for its maladministration in respect of its complaint handling;
- d) Contact its insurance team regarding the inaccurate information it provided, in order to ascertain whether a new claim can be made or whether the insurance team's final decision can be reviewed. The Council/landlord should also provide its insurance team with a copy of the Ombudsman's report along with any additional information the resident would like to provide; and
- e) Review its repairs record keeping process to see what improvements can be made to ensure the accuracy of its repair records.

HO also ordered the Council (within 8 weeks) to review the case to see what lessons can be learned from it. The landlord should share the findings of this review with the resident and the Ombudsman.

HO ordered the Council (within 4 weeks) to write to the resident to apologise for the failures identified and to clarify its position with any outstanding remedial work at the resident's home and give assurances to the resident and HO of how it intends to proactively monitor the structure of the property. Council also ordered to pay the resident total compensation of £1600 (£750 previously offered by Council under complaints procedure deemed insufficient).

HO ordered the Council (within 8 weeks) to review its record keeping in this case and advise HO of its action plan to improve record keeping practices, particularly in regard to property inspections and assessments of resident decant request; and also how it intends to improve the handling of cases where residents report structural defects.

HO also recommended the Council offer to inspect the external door and damp if it has not already done so and advise the resident of its proposals to carry out any associated works and reply to the HO within 4 weeks to confirm its intentions in regard to this recommendation.

## Remedy implementation detail and learning outcomes

12/05/2022 - Apology letter sent

21/06/2022 - Evidence sent to LGSCO of training session undertaken by service. This included a) new templates for decision notices to include reasons for the decision and to reference evidence/information considered; b) a briefing note on process for the Committee including that the decision would need to outline what information was taken into consideration.

23/05/2022 - Apology/follow up letter sent - letter includes evidence of learning and guidance/reminders to staff

14/06/2022 - £100 payment made

30/08/2022 - LGSCO's report considered at Resources and Strategy Committee - covering report provides update on progress made to improve transitions to adulthood for children and young people.

including increased investment and reshaping of services which will enable the Preparation for Adulthood team to focus on pro-actively working with young people aged 14-18 years to promote autonomy and independence; and the introduction of a new tool called a 247 to enable families, young people, professions (across children's and adults) and non-social care professionals such as teachers, to have a shared approach to understanding and tracking goals and aspirations.

04/10/2022 - Evidence of financial payments shared with LGSCO (Ms C £1,500 and 48 months at £500 = £25,500 in total) and payments made to Mrs B (£1,500 and £605.12 = £2105.12) plus an additional RPI uplift payment of £70.

04/10/2022 - Background correspondence shared with LGSCO confirming Ms C now enrolled as an adult learner with Lifelong learning and will receive all necessary support to help her maintain engagement for as long as required.

23/06/2022 - Apology letter sent

29/06/2022 - £200 payment processed

16/08/2022 - Equality training material shared with LGSCO alongside staff guidance/procedures relating to reasonable adjustments and recording of warning/awareness codes and reasonable adjustments.

Not applicable

13/07/2022 - £300 Payment made to Mr S

20/07/2022 - £500 Payment made to child P

25/08/2022 - Letter of apology issued.

16/09/2022 - Evidence shared a) that Complaints Manager will be incorporating a standard prompt/reminder to panel members at the pre-meeting to ensure that if they decide to 'uphold' any points of complaints they also consider any resulting impact/injustice and reach a view on whether further additional remedy is appropriate/should be recommended. This information has also been shared with Panel Members; b) that LGSCO final decision had been shared with Panel members; and d) that communication issue was raised in a Children & Families Fieldwork Senior Management Team Meeting on 28th June 2022 and minuted action agreed for Service Managers to share learning/issue reminder with Senior Fieldwork Managers and Social Workers.

22/09/2022 - c) Outcome of audit shared with LGSCO - explaining social worker has not deliberately tried to mislead anyone- visiting approach adjusted during covid lockdown but there should have been more oversight by manager - no evidence to suggest that this has happened on any other of SW's cases.

10/08/2022 - Reminder/guidance issued to relevant staff (evidence shared with LGSCO 16/08/22).

10/08/2022 - £150 payment raised and evidence shared with LGSCO.

09/09/2022 - Apology letter issued and £300 payment raised and evidence shared with LGSCO.

20/09/2022 - Confirmation sent to LGSCO that SEND Service have put the agreed monies (£2000) aside and the Locality Manager is in contact with Miss T to reach agreement regarding the use of the money.

16/09/2022 - £300 payment raised via cheque and posted.

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| <p>21/09/2022 - Annual review process completed and an amended Final Plan issued, along with a covering letter giving right of appeal (c).</p> <p>22/09/2022 - Apology letter issued (a).</p> <p>05/10/2022 - Payments totalling £1950 raised and evidence shared with LGSCO (d-g).</p> <p>07/11/2022 - Confirmation SALT provision in place since previous term (d)</p> <p>05/12/2022 - Following updates sent regarding wider learning actions:</p> <p>a) SENDSARS, have been working on timescales as part of the overall SEND Partnership Improvement Plan. This is monitored through the weekly compliance meeting and monthly performance clinic to ensure timelines are met, and if / when this isn't possible reasons are understood and timescales are permitted to extend. The service has remained compliant in this for the last 3 months and will continue with this rigorous approach.</p> <p>b) Requirements are known within the team and reviewed through monthly CPD opportunities in team training sessions, these are also part of the performance monitoring as in point 'a'.</p> <p>c) Funding for EHC plans is triggered upon completion of the new plan or the amended final of a reviewed plan. As Sheffield operates a delegated funding model this finance is available through the school's locality model – this is currently under review and moving to a fully costed model to be enable funding following a child. Plans for children in special schools are all funded through their enhanced place funding. Work with our designated clinical officer is ensuring NHS delivery of provision as and when a plan is agreed, and the relevant agencies are sent finalised plans to ensure they are able to deliver the provision in the EHC Plan.</p> <p>d) &amp; e) The S&amp;LT review in the city is ongoing with a vision that this will move to a Locality model, to allow children to be seen in their schools for both assessment and delivery of provision, this is a change to the key operating model and requires sign off by their NHS Place South Yorkshire accountable management group. The Service will work towards an operating model which covers localities across the city with specialist pathways available for areas of specialist direct delivery input.</p> <p>f) All the above agreed actions are part of the SEND Partnership Improvement Plan and SEND Partnership SEF which are scrutinised by the Inclusion Improvement Governance Board and reports to the children and families committee.</p> |
| <p>30/09/2022 - Apology issued and £500 payment raised - evidence sent to LGSCO.</p>   |
| <p>31/08/2022 - EHC Plan finalised and sent to Parent.</p> <p>Oct 2022 - The Service confirmed that Business Support have reviewed their practice in collaboration with SENDSARS and now all information is checked by another member of staff before it is sent out to prevent further errors.</p> <p>13/10/2022 - Payment totalling £1900 raised/paid.</p>   |
| <p>23/11/2022 - Letter of apology emailed to Mrs J. Letter further advised Mrs J that the Service have spent time making sure the team are aware of their duties and that it was not acceptable for the Service to not respond to Mrs J to clarify the position and ensure that she was aware of what was needed to proceed with her complaint.</p>  |

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| <p>08/12/2022 - Service confirmed with Mrs X that care home had now refunded all fees she was owed.</p> <p>12/12/2022 - Update to LGSCO confirming £400 payment raised.</p>   |
| <p>07/12/2022 - Letter of apology sent to Mrs X.</p> <p>03/01/2023 - Update to LGSCO confirming funding (re SALT, physiotherapy, and social skills activities) has been agreed and the case was also heard at panel today for further funding to be agreed for the Spring and Summer Term .</p> <p>12/01/2023 - £6200 payment made via BACS.</p> <p>10/02/2023 - Confirmation to LGSCO that wider learning point (guidance to staff working in Children's Services on the Council's statutory duties, including timescales for the EHCP review process, notifying rights of appeal with a final EHCP and the duty to secure section f provision) discussed at Team Meetings and will be reiterated at whole Service Meeting arranged for 22/02/2023</p> |
| <p>27/02/2023 - £100 payment made</p> <p>01/03/2023 - Apology letter sent.</p> <p>21/03/2023 - Assistant Complaints Manager attended Parks and Countryside Senior Management Team meeting and delivered presentation on effective complaint handling and recording guidance. This included reminder of policy and procedures, including timescales and key skills including communication and collaborative working.</p> <p>06/04/2023 - Communication/reminder issued to Licensing staff around complaints policy and approach when dealing with complaints affecting more than one service.</p>   |
| <p>Not applicable</p>   |
| <p>14/03/2023 - Letter of apology emailed to Mrs P.</p> <p>27/03/2023 - £100 payment made via BACS.</p>   |
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14/12/2022 - £250 payment authorised and will be in complainants bank account 16/12/22.  
Complaint handling approach/timescales across council housing and repairs services in line with HO Complaint handling code (These were amended in the Complaint Handling Procedures / guidance which were published and sit alongside the policy as HO procedures) A formal review of Council's Complaints Policy planned to be undertaken to align with HO/LGSCO joint handling code (currently in consultation July 2023).

17/03/2023 - Letter of Apology sent to X  
28/04/2023 - Full review completed within service with comprehensive Learnings Report from the case sent to HO. Changes and improvements identified around the way the service responds to property leaks including the development of a simple guide for tenants explaining the responsibilities of the tenant/landlord and advice on compensation; improvements in record keeping in relation to leaks including accurate description of source and impact; and more robust complaint investigation/review to ensure clarity on the dates that repair issues are reported; visits made and repairs resolved  
10/08/2023 - SCC awaiting confirmation from the HO of compliance

02/05/2023 - Payment approved and sent via BACS  
12/05/2023 - Conversation with Mrs X to arrange Survey / Inspection - refused by Mrs X as moving at the end of May 2023.  
31/05/2023 - Review Report into Learnings sent to HO as ordered. Range of improvements identified around customer communications and information sharing with new tenants; record keeping including the development of a standardised survey report; closer management of structural issues and contractors, and more robust/timely complaints investigations/reviews.  
31/05/2023 - SCC Record Keeping Action Plan sent to HO



| Ombudsman compliance outcome  |
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| 21/06/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied with action taken</i> ".        |
| 11/07/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied with action taken (late)</i> ". |
| 02/11/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ".                          |

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| 16/08/22 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ".   |
| Not applicable   |
| 26/09/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |
| 16/08/2022 - LGSCO issued compliance outcome " <i>remedy complete late</i> ".          |

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| 12/09/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |
| 20/09/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |
| 11/10/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |

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| 06/12/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |
| 11/10/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |
| 03/11/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |
| 29/11/2022 - LGSCO issued compliance outcome " <i>remedy complete and satisfied</i> ". |

12/12/2022 - LGSCO issued compliance outcome "*remedy complete and satisfied*".

10/02/2023 - LGSCO issued compliance outcome "remedy complete and satisfied".

24/05/2023 - LGSCO issued compliance outcome "remedy complete and satisfied".

Not applicable

27/03/2023 - LGSCO issued compliance outcome "remedy complete and satisfied".

27/06/23 - HO confirm case closed.

Awaiting confirmation of compliance from HO

16/10/2023 - HO confirmed compliance 'May I take this opportunity to thank you and the team for your assistance on the case and for the comprehensive reviews that have taken place. I can confirm that the case is now closed'.