

Local Government & Social Care OMBUDSMAN

19 July 2023

By email

Dr Reeves
Chief Executive
Oxfordshire County Council

Dear Dr Reeves

Annual Review letter 2022-23

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

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

Complaint statistics

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

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

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

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

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

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

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

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

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

Your organisation's performance

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

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

Supporting complaint and service improvement

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

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

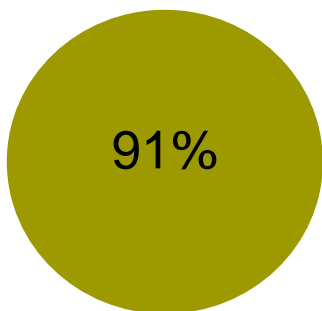
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops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

Yours sincerely,



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

Complaints upheld



91% of complaints we investigated were upheld.

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

30
upheld decisions

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

Compliance with Ombudsman recommendations



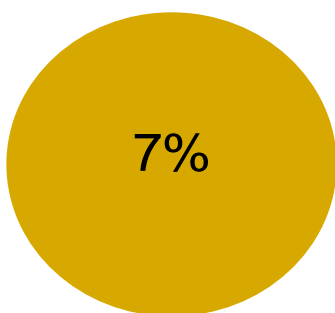
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

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

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

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

Satisfactory remedy provided by the organisation



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

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

2
satisfactory remedy decisions

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

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

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

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

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

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

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