

Appendix A – Summary of upheld decisions by the Local Government and Social Care Ombudsman (LGSCO) during 2019-20 and 2020-2021.

LGSCO upheld complaint Decisions

Reporting period – 1st April 2019-31st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
17 011 636	10-May-19	Family Services	Mr X complained the Council failed to identify he had not applied for two-year-old funded childcare for his son Y. He said because of the Council's error, he had to pay £2000 for childcare which Y was entitled to for free. The Council is at fault.	<ul style="list-style-type: none"> • pay Mr X £1,592.75 to pay for Y's education between January 2017 and July 2017 • pay Mr X £500 for Y's missed education between July 2017 and September 2017 	£2,093
17 018 374	22-Aug-19	Family Services	Ms X complained the Council did not pay her the same financial support as mainstream foster carers while she was a family and friend carer. She also said its decision to deduct child benefit from her Special Guardianship Allowance went against the Government's guidance. The Council paid Ms X the same fostering allowance as mainstream carers. However, it did not offer the opportunity to complete training that would have allowed her to be paid the additional skills fee. That meant Ms X did not receive as much money as she could have been entitled to earn. The Ombudsman finds the Council was at fault. The Council should remedy the injustice caused by paying Ms X the skills fee for the period she was a family and	<ul style="list-style-type: none"> • pay Ms X £5068 to cover the period starting 4 July 2014 to 20 January 2015 when she would have been entitled to receive weekly fees of £181 if the Council had offered the opportunity to complete the relevant training once it knew the SGO would not be completed within anticipated timeframes. • review the family and friend foster carer policy so it is explicit in which circumstances carers can complete training and be eligible for additional fees. 	£5,068

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
			friend carer. The Council was not at fault in how it calculated the Special Guardianship Allowance		
18 001 892	15-Oct-19	Re - Planning	Mrs D complains the Council has failed to take enforcement action against breaches of planning permission next to her property. The Ombudsman has found was fault causing injustice.	<ul style="list-style-type: none"> • apologise to Mrs D for its delay in taking enforcement action against Site 2 within a month of my final decision • proceed with its legal action against Site 2 without further delay • decide what enforcement action is warranted against Site 1 and take that action within three months of my final decision • provide Mrs D with an update of the action the Council is taking and the reasons for its decisions within three months of my final decision 	N/A
18 008 454	18-Jun-19	CSG – Council Tax	Ms B complains the Council says she is in council tax arrears when she is not. A review of what Ms B has paid and what the Council has credited shows she is in arrears. The Council missed opportunities to properly clarify the situation and failed to deal with Ms B's complaint until she chased it.	<ul style="list-style-type: none"> • apologise to Ms B for its failures in communication, and pay £150 to acknowledge the worry, time and trouble this caused her. 	£150

Reporting period – 1st April 2019-31st March 2020

Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
18 009 897	09-May-19	Environment - Parking	Mr X complains the Council wrongly removed and destroyed his fast-food trailer. He says it did not make efforts to contact him to give him the opportunity to claim the trailer and stop the enforcement action.	<ul style="list-style-type: none"> • arrange for an independent assessor to establish the cost of providing Mr X with a trailer of similar age, quality and fittings as the one it wrongly destroyed. • pay this sum to Mr X within one month of the outcome of the independent value assessment. • write to Mr X to apologise to Mr X for the failures identified. • pay Mr X £500 for the distress and uncertainty caused by the loss of the trailer and for the time and trouble taken to bring his complaint. • carry out training for staff to remind staff of the law, regulations, government guidance and its own policy when making decisions about abandoned vehicles. • review its policy as set out on its website, to clarify its duty to try and find the vehicle owner. • consider the report to identify if any procedural change is required to prevent a similar situation happening in the future and confirm with the Ombudsman the action it has taken or proposes to take. • The Council should consider the report at its full Council, Cabinet or other appropriately delegated committee of elected members 	£10,500

Reporting period – 1st April 2019-31st March 2020

Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
18 010 601	09-Apr-19	CSG – Council Tax	Mrs X complains about the Council's handling of her property's council tax. She says the Council charged her council tax when it should not have. She also says the Council took money from her bank account without permission and refused to open a council tax account in her name only. Mrs X says the Council's actions caused her to incur overdraft fees and financial loss. The Ombudsman finds fault with the Council for wrongly closing Mrs X's council tax account.	<ul style="list-style-type: none"> • pay Mrs X £100 compensation. 	£100
18 010 924	30-Jul-19	Environment - Parking	The Council initiated enforcement proceedings against Mr C for a Penalty Charge Notice (PCN) he had already paid.	<ul style="list-style-type: none"> • pay Mr C £100 for the distress caused and the time and trouble for bringing his complaint to the Council and the Ombudsman. 	£100
18 011 728	26-Aug-19	Adults & Health	Mr X complains about the way the Council dealt with the late Mrs Y, and its communication and complaint handling. The Ombudsman finds the Council was at fault in all these areas and this caused Mr X disproportionate difficulties.	<ul style="list-style-type: none"> • Apologise to Mr X for the considerable difficulty it has caused him. • Pay Mr X £500 for the significant and avoidable time, trouble and distress it caused. • Ensure that no further invoices are issued for services which have not been provided. • Arrange training and awareness raising • Ensure people dealing with care services for the first time are supported to understand the process fully, in addition to providing written information. 	£500

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
				<ul style="list-style-type: none"> Review the complaint handling in this case and take action to ensure similar problems do not arise in future. 	
18 012 997	23-Jul-19	Family Services	Ms X complains about the way the Council's social services department treated her and her child. She also complains about the process used by the Council to investigate her complaints.	<ul style="list-style-type: none"> Based on the evidence the Ombudsman has seen, there was fault by the Council which caused Ms X injustice; however, the Council has apologised which is a suitable remedy in the circumstances. 	N/A
18 013 668	17-Jul-19	Environment – Assisted Travel	Mrs B complains that the Council has not considered her blue badge application and appeals properly. The Ombudsman considers that there was fault in the process which calls into question the robustness of the Council's decision.	<ul style="list-style-type: none"> The council will undertake a fresh Independent Mobility Assessment. 	N/A
18 014 644	28-Nov-19	CSG – Council Tax	Council was at fault for errors relating to complainants' application for a discount on council tax in 2015 and its efforts to recover unpaid tax.	<ul style="list-style-type: none"> The Council agreed to apologise and waive some of the tax owed (£300). 	£300
18 015 205	01-Jul-19	Re - Planning	Mr and Mrs B complain the Council has failed to take enforcement action against several breaches of planning control committed by their next-door neighbour. They also complain it took too long to deal with their correspondence about this matter, if it did at all, and the Council's Planning Enforcement Team should not	<ul style="list-style-type: none"> The Council will apologise to Mr and Mrs B to acknowledge the impact of its faults. Learning points from this complaint are discussed at a Planning Enforcement Team meeting to prevent these faults from reoccurring. 	N/A

Reporting period – 1st April 2019-31st March 2020

Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
			have been involved in the investigation of their formal complaint. The Ombudsman has found the Council was at fault for not maintaining detailed records of its investigation and for failing to deal with all of Mr and Mrs B's concerns in a timely manner. It was also at fault for the way it handled their complaint about these matters. The main injustice caused by these faults has already been rectified,		
18 015 209	30-Jul-19	Barnet Homes	Miss B complains about the lack of housing help from the Council when she was pregnant and had been asked to leave her mother's property. We find the Council's handling of Miss B's homelessness application was affected by fault. This caused Miss B avoidable distress and uncertainty.	<ul style="list-style-type: none"> • Pay Miss B £300 for the avoidable distress and uncertainty she suffered because of the Council's mishandling of her homelessness application. • Writes and sends to Miss B and us an action plan to set out its learning from this complaint and the action it has taken in response. 	£300
18 015 978	18-Dec-19	Environment - Parking	Ms C complains about London Borough of Barnet (the Council). She says the Council and its bailiffs did not follow proper procedures with respect to an unpaid Penalty Charge Notice (PCN). We found fault by bailiffs acting for a council because it failed to check with the DVLA about the identity of the registered keeper before clamping a car. The fault did not cause Ms C injustice because the DVLA would not have had Ms C listed as the new keeper. There was no fault by the bailiffs in the way it dealt with Ms C's subsequent third-party claim. Had she	<ul style="list-style-type: none"> • Apologise and pay Ms C £100 to reflect this. 	£100

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
			provided unredacted evidence sooner, the bailiffs would have released the car to her. The bailiffs destroyed video footage after Ms C had made a valid data request. This was fault and caused avoidable frustration.		
18016038	27-Jun-19	Adults & Health	Mr X complained the Council failed to carry out adequate social care reviews with his wife, Mrs X, did not allocate her a social worker, did not plan ahead in case her disabilities worsened as a result of her pregnancy and failed to respond properly to his complaints. Mr X also says the Council referred Mrs X to Children's Services on the sole basis of her disabilities. The Council was at fault when it failed to inform Mrs X of the outcome of her review and did not respond properly to Mr X's complaints.	<ul style="list-style-type: none"> The Council will apologise to Mr and Mrs X and review procedures for updating individuals following an adult social care review. 	N/A
18 016 120	05-Jun-19	Environment – Assisted Travel	There was some fault in how the Council handled Mrs B's application for a blue badge. It is uncertain whether, without the fault, Mrs B would have received a blue badge Complaint the council was at fault for refusing complainants application for a blue badge.	<ul style="list-style-type: none"> Complete a fresh assessment and pay Mr and Mrs B £400. 	£400

Reporting period – 1st April 2019-31st March 2020

Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
18 016 464	05-Aug-19	Re - Highways	Miss L complains the Council failed to properly consider the impact of its decision to relocate a bus stop to outside of her house and nor did it tell residents of its decision; as a result, she will have access problems to a shared drive, her privacy will be affected, and she will experience noise and pollution from both passengers and buses using this stop. The Ombudsman found some fault by the Council on Miss L's complaint about its decision to relocate a bus stop outside of her house. While it properly carried out consultation, it failed to tell residents affected of its decision to implement the proposal. As Miss L did not own the house at the time of the consultation, the first she knew about it was when contractors started work outside.	<ul style="list-style-type: none"> • Send Miss L a written apology for failing to notify her of the decision to implement the proposal • Remind relevant officers of the need to ensure notification is sent on future cases • Pay £100 to Miss L for the avoidable distress caused. 	£100
18 018 027	04-Nov-19	Barnet Education and Learning Service	Ms X complains about the Council's delays in dealing with her nephew's Education and Health Care Plans, causing distress and loss of provision. The Ombudsman finds the Council at fault	<ul style="list-style-type: none"> • pay Ms X £500 in recognition of Y's loss of TA provision, for Ms X to use for the benefit of Y's education • Pay Ms X an amount to cover the cost of 16 hours' OT sessions for Y • Pay Ms X £100 for time and trouble. • Pay Ms X £500 for the distress and uncertainty suffered by her and Y • Put a system in place to ensure work is promptly handed over to another staff member when staff leave or change, to avoid delays 	£1,100

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
				<ul style="list-style-type: none"> Remind staff to provide notice of the parent's right to appeal alongside any final EHCP 	
18 018 326	21-Oct-19	Barnet Homes	Ms C has lifelong connections with the Council's area. She has never lived elsewhere in the UK. She says she went abroad in 2015 and was prevented from returning by a relative who forced her to undergo treatment for a mental condition. Ms C says the Council failed to place her in the correct category for housing allocation. Ms C says she suffered injustice as she is in unsuitable housing. The Council was at fault for a failure to apply the guidance on housing for local people. This caused her injustice	<ul style="list-style-type: none"> The council reconsidered its decision and agreed to review its procedures. 	N/A
18 018 383	06-Dec-19	Re - Planning	Mr X complained the Council had approved two different plans for his neighbour's extension. There was fault in the way the Council made its decision, but we cannot show it made a difference to the outcome. .	No recommendations were raised as a result of this investigation.	N/A
18 018 519	07-Oct-19	Environment - Street Scene	Mr B says the Council failed to take effective action to ensure bin crews return his bins to his property and failed to follow its complaints procedure. The Council has not kept any evidence of its monitoring to show whether there is a continuing problem and has raised Mr B's expectations about what it considers acceptable. The Council delayed responding to complaints. Those faults	<ul style="list-style-type: none"> apologise to Mr B; pay Mr B £100; arrange a meeting with Mr B to discuss what the Council considers to be an acceptable place to return his bins to; begin a four-week monitoring period to ensure bin crews are returning the bins to an acceptable location. <p>Following that the Council should either:</p>	£100

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Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
			raised Mr B's expectations and led to him having to go to time and trouble to pursue his complaint	<ul style="list-style-type: none"> • communicate with Mr B to tell him the location the bins are returned to is acceptable; or • if the Council has concerns with the location the bins are returned to it should communicate those concerns to the bin crew and carry out monitoring for a further four weeks. 	
18018650	22-Jul-19	Adults & Health	Mr X complains the Council has failed to deal properly with his father's care needs since he moved to Care Home A last year and has failed to address his concerns properly. The Care Provider did not deal properly with the decision to restrict Mr X's visits to his father. The Council to consider with the Care Provider what action it needs to take to ensure it deals properly with decisions to restrict access to its residents.	<ul style="list-style-type: none"> • within eight weeks consider with the Care Provider what action it needs to take to ensure it deals properly with decisions to restrict access to its residents.. 	N/A
18 019 297	09-Jan-20	Family Services	Mr C complains he was not supported appropriately after he adopted his son. He says the Council failed to properly involve him in his son's care, once his son left home, and did not investigate his complaints appropriately. Mr C could have come to us sooner about some of his complaints. There is evidence of fault in relation to a meeting arranged with Mr C that was never held.	<ul style="list-style-type: none"> • Apologise to Mr C in order to acknowledge his distress that a pre-arranged meeting did not take place and to acknowledge the delay in its response to his complaint 	N/A
19 001 841	16-Dec-19	Barnet Education and	Mr G, complains that the Council has failed to comply with statutory guidance in its handling of the transfer of his son,	<ul style="list-style-type: none"> • Apologise to Mr G and pay him £200 to recognise the injustice caused by its failure to follow the proper process to amend the 	

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
		Learning Service	Y, to the secondary stage of his education under the Education, Health and Social Care Plan (EHC Plan) process. The Council was at fault in failing to follow proper processes when amending Y's Education, Health and Social Care plan before issuing the final amended version. This caused injustice in the form of avoidable frustration and time and trouble but did not mean that Y's father	<p>final EHC plan and to explain its reasons for not naming his preferred school. 46. The Council will provide the LGSCO with evidence to demonstrate how, in future, it will ensure that it:</p> <ul style="list-style-type: none"> • adheres to statutory timescales for amending and re-issuing existing EHC plans including those where a child is due to transfer to secondary school; • tells parents the reasons if it is not naming a preferred school; • considers whether it could find a way to ensure that parents receive final EHC plans where these have been posted, for example, by also emailing a copy, to avoid the situation that arose with Y's plan, in other cases. 	
19 001 850	17-Dec-19	Adults & Health	Mr X complains the Council reduced his care package and amount of direct payments following the closure of the independent living fund. This resulted in Mr X having to top up his care costs until the Council reassessed him and increased his direct payments. The Ombudsman finds fault with how the Council carried out the reassessment following the closure of the independent living fund and its subsequent review.	<p>The Council will:</p> <ul style="list-style-type: none"> • Apologise to Mr X for faults in the October 2015 and July 2016 plans. • Pay Mr X £12,000 for the loss in personal budget from April 2016 till June 2017 • Pay Mr X £100 for the distress caused to him 	£12,100

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
19 002 152	16-Sep-19	Environment - Parking	Ms T complains that the Council refused to consider her informal representations regarding a penalty charge notice she received for parking in a restricted street where waiting and loading restrictions were in force. The Ombudsman finds the Council was at fault in failing to consider Ms T's representations.	<ul style="list-style-type: none"> Apologise to Ms T and refund the amount she paid. 	N/A
19 003 647	10-Sep-19	Family Services	Ms X complains that the Council failed to provide her with a financial payment and apology as recommended by the Ombudsman. Based on the evidence seen, the Ombudsman finds fault by the Council, but this did not cause Ms X significant injustice.	The Ombudsman did not make any further recommendations.	N/A
19 003 790	05-Dec-19	Barnet Homes	Miss X is not satisfied with the financial remedy the Council offered as a result of a previous complaint to the Ombudsman about her housing allocation. Miss X says she feels that the Council has not taken her complaint, or the impact of its actions, seriously. She says the Council "made up a number" when considering the injustice caused to her. The Ombudsman upholds Miss X's complaint because the Council's remedy is not appropriate.	The Council agreed to make a payment to Miss X of £3,750.	£3,750

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
19 005 727	18-Feb-20	Barnet Homes	Miss Y complained the Council failed to properly review whether her temporary accommodation was suitable for her and her family to live in and failed to properly deal with a cockroach infestation within the block of flats in which she lives. There was fault in the Council's decision-making process.	<ul style="list-style-type: none"> The Council agreed to apologise, move Miss Y to alternative accommodation as part of an estate regeneration plan and pay her £150 to remedy the uncertainty caused. 	£150
19 005 928	03-Jan-20	Environment – Street Scene	Mr B complains he was harassed by the Council when it collected his bin. Mr B says Council staff trespass and fly-tip on his property, surround it with his neighbour's bins and damaged a manhole cover. The Ombudsman has found fault with the Council for failing to investigate Mr B's complaint and its delay responding to his complaint.	<ul style="list-style-type: none"> The council apologised to the resident and paid £100 for the distress caused by the fault. The Council provided Mr B with one point of contact at the Council for his bin complaints to ensure complaints are responded to promptly and effectively and begin monitoring Mr B's bin collections. 	£100
19 009 987	20-Jan-20	Barnet Homes	Mr D complains the Council has placed him in the wrong housing allocation band. He also says it has accused him of being a paedophile and Councillors used derogatory wording about his mental health. The Ombudsman has completed the investigation. There is one fault by the Council, but it did not result in a significant injustice.	<ul style="list-style-type: none"> The Council has refunded Mr X's payment and apologised. It will also consider how to address the potential issues with phasing and the yellow box junction 	N/A
19 010 485	13-Nov-19	Environment - Parking	Mr X complains about a penalty charge notice (PCN) issued by the Council which he paid at the discounted rate of £65. He also complains about the content of the Council's notice and the Council's handling of his complaint. The	A suitable remedy had already been offered to the complainant	N/A

Reporting period – 1 st April 2019-31 st March 2020					
Reference	Decision Date	Service	Complaint Description and finding	Response and Remedy	Compensation
			Ombudsman will not investigate Mr X's complaint about a penalty charge notice issued by the Council. The Council has cancelled the PCN, refunded Mr X's payment and apologised and, whilst the ombudsman recorded injustice, found this provides a suitable remedy for the complaint.		

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
18 011 538	30 Jun 2020	Environment - Parking	The complaint is about the way a council and bailiffs acting on its behalf dealt with Ms B's unpaid penalty charge notice. There was fault because the bailiffs did not follow the Taking Control of Goods Regulations and the bailiffs' appointed auctioneers failed to prevent the sale of the car	<ul style="list-style-type: none"> • The Council and bailiffs acting on its behalf agreed a payment to Ms B and a review of procedures to reduce the risk of recurrence in future cases. • The Council and the bailiff refund Ms B all fees and costs applied. • Also paid Ms B £250 to reflect her avoidable time and trouble complaining. 	£250
18 018 901	19 Aug 2020	Adults & Health	The complainant says the Council failed to properly consider her mental health needs when assessing her social care needs and in communicating with her. The Council says it offered support and used staff trained in autism awareness and who had access to more experienced and fully trained staff. The Council did not consider arranging for an independent advocate to help with assessments. The Ombudsman finds the Council acted with fault causing frustration and confusion to the complainant and delay in referral for an advocate.	<p>The council:</p> <ul style="list-style-type: none"> • Apologised to Ms X for failing to recognise Ms X may need an independent advocate and the delay this caused. • Paid Ms X £150 for the inconvenience caused by the delay and lack of an independent advocate. • Agreed to review Ms X's current needs within three months having first ensured she has appointed an independent advocate to help her with that review and assessment. • Shared with staff the final decision to remind them they should constantly review whether someone may need an independent advocate throughout an assessment and when reviewing their needs and service provision. 	£150

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
19 003 898	04 Sep 2020	Barnet Education and Learning Service	Ms C says the Council failed to deal with her request to find alternative education for her daughter promptly. She says X missed out on education as a result. The Council was at fault.	<ul style="list-style-type: none"> The Council agreed to pay X £1,900 in recognition of her missed education and pay Mrs C £300 for the trouble she was caused. 	£2,200
19 008 898	06 Aug 2020	Barnet Education and Learning Service	Mr X complained about the Council's handling of his daughter's Education Health and Care Plan and failure to put in place all the therapy and teaching support set out in the Plan. Any fault in the process of producing the Plan did not cause significant injustice, but the Council failed to arrange all the provision in the Plan.	<p>The Council agreed:</p> <ul style="list-style-type: none"> to pay £200 to recognise Mr X's time to apologise to Mr X to offer to reimburse them for reasonable expenses they incurred in providing the OT, SALT and physiotherapy. 	£200
19 010 646	05 Aug 2020	Re - Planning	Mrs X complains about the way the Council approved a planning application for a neighbour's extension. She says the Council did not consider her objections, she was not told about the planning committee meeting, and the Council dealt with her complaint poorly. Mrs X says the rear of her house is now unusable, it has caused stress and impacted on her health. The Ombudsman does not find fault with the way the Council decided the planning application. The Ombudsman finds fault with the way the Council handled Mrs X's complaint, and this fault caused her injustice.	<ul style="list-style-type: none"> The Council will apologise to Mrs X, make a payment to her of £200, and complete other actions to prevent a recurrence. 	£200

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
19 010 758	18 Nov 2020	Barnet Homes	Mrs X complains on behalf of her son, Mr Y, that the Council delayed in accepting a homelessness application from him and failed to consider his medical records. She also complains that the Council failed to communicate with her and did not escalate her complaint to stage 2 of its complaints procedure. The Ombudsman finds the Council was at fault in failing to review Mr Y's personalised housing plan and in failing to notify him that the prevention duty had ended. It also failed to communicate with Mrs X and escalate her complaint to stage 2.	<ul style="list-style-type: none"> In recognition of the injustice caused, the Council has agreed to apologise to Mrs X and Mr Y and make a payment of £200. 	£200
19 011 146	29 Jun 2020	Re – Planning	Mrs B complains that there was fault in the way the Council consulted on and considered her neighbours' planning application to extend their home. There was fault by the Council in not re-consulting Mrs B, which meant that she was deprived of the chance to comment on the revised proposals. However, even if the Council had re-consulted Mrs B, the Ombudsman does not consider it likely that the Council would have reached a different decision. The Ombudsman considers that the apology already given and reminders to officers about when to reconsult, and how to respond to planning complaints, are a suitable remedy for her complaint.	<ul style="list-style-type: none"> The council reminded officers of the correct legal test when considering whether to re-consult on amended plans; and reminded officers dealing with planning complaints as to how they should deal with complaints about planning issues from third parties. 	

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Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
19 011 268	15 Jan 2021	Adults & Health	Mr K complains about a delay in reviewing his support needs. And that the Council refused to agree to provide the support he needs to care for his son. We cannot decide whether Mr K needs all the support he requests. But we do uphold the complaint, because the Council did not provide any extra support when it could not agree a revised support plan with Mr K.	<p>The Council agreed to</p> <ul style="list-style-type: none"> • write to Mr K apologising for the fault identified. • made Mr K a symbolic payment of £200 in recognition of his avoidable stress, and uncertainty caused by the failure to put in any increase and the delay in considering his complaint; and • remind its adult social care complaints team that complaints that do not meet the statutory Adult Social Care criteria may still be valid corporate complaints. 	£200
19 011 750	15 Feb 2021	Barnet Education and Learning Service	Miss W complains the Council failed to make appropriate full-time education provision for her son, V. It also placed him in unsuitable education, failed to keep his Education, Health and Care Plan properly updated, failed to respond to her complaints and referred the matter to child protection even though she says the main issue was him being out of school. She says this caused her, and her family, distress and time and trouble and V was deprived of services he should have received. There is evidence of fault.	<p>The Council:</p> <ul style="list-style-type: none"> • agreed to apologise to Miss W for the fault identified in this Statement within a month of the date of my decision. • Make a payment to Miss W of £700 for time, trouble and for distress. • Make a payment of £2,400 for V's educational benefit • Give updates to LGSCO regarding its processes to prevent recurrent issues. 	£3,100
19 013 518	17 Sep 2020	CSG – Council Tax	Miss B complains the Council wrongly applied payments she made to previous arrears. She says the Council issued a court summons and liability order for her council tax as a first resort, causing her distress. The Ombudsman does not find fault in how the Council applied Miss B's	<ul style="list-style-type: none"> • The council paid Miss B £100 to recognise the avoidable time and trouble she spent chasing to escalate her complaint. 	£100

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
			payments or in issuing court proceedings. However, we find fault in the Council's complaint response		
19 013 618	22 Feb 2021	Family Services	Mr and Mrs B complained about the actions taken by the Council in respect of complaints about the care and support provided to their son (Z) by Children's Services.	<ul style="list-style-type: none"> We found the Council delayed in the completing the complaints process. It also delayed in progressing the assessment and planning process for Z. This caused frustration, distress and uncertainty to Mr and Mrs B and Z. The Council paid the family £800. 	£800
19 013 709	28 Jul 2020	CSG – Council Tax	Mrs C received a notice of enforcement about unpaid Council Tax, for which she was not liable. She considered that the Council should offer a financial remedy to reflect the distress she suffered.	<ul style="list-style-type: none"> The Council has accepted it was at fault for pursuing the complainant for Council Tax she was not liable to pay. This meant she received a bailiff's notice of enforcement, which caused her distress. However, the Council's apology was an adequate remedy 	N/A
19 014 223	10 Dec 2020	Re - Planning	Mr E and Mr F complain about the way the Council has responded to their complaints about their neighbour's breaches of planning control. We have found some failings in the Council's communication with Mr E and Mr F since it took court action in August 2018. The Council has agreed to apologise, to contact Mr E and Mr F next summer to provide an update on the proposed direct action to restore their neighbour's roof to its former state. It will also review its	<p>The Council agreed to:</p> <ul style="list-style-type: none"> provide a written apology to Mr E and Mr F for failing on occasion to update them on where matters stand. remind officers to provide updates where there are significant developments on the case. review its procedures and put in place appropriate steps to ensure that complaints are appropriately recorded and tracked. 	N/A

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
			procedures to ensure that it properly tracks complaints. The Ombudsman has not investigated events prior to the court hearing because we consider that Mr E and Mr F could reasonably have complained to us before now.	<ul style="list-style-type: none"> • contact Mr E and Mr F to update them on the possibility of resuming direct action to carry out the remaining roof works 	
19 014 988	31 Jul 2020	Barnet Education and Learning Service	Mrs F complained the Council failed to provide appropriate education to her son, G, from September 2018 until May 2019. There is evidence of fault	<ul style="list-style-type: none"> • The Council reimburses the costs of home tuition. Before the finding it had agreed to reimburse other costs and made a payment for distress. 	£13,093
19 015 748	23 Sep 2020	Family Services	The Council was at fault with how it dealt with Mrs C's complaint about a child protection plan. The Council did not respond when Mrs C had complained after she had received the response of child protection plan.	<ul style="list-style-type: none"> • The Council was at fault with how it dealt with Mrs C's complaint about a child protection plan. The Council has now investigated the matter under the statutory children's complaints procedure. 	N/A
19 015 902	19 Oct 2020	Barnet Homes	Ms X complained that the Council did not properly respond to her request for rehousing on medical grounds and did not deal properly with her complaints about antisocial behaviour from her neighbours.	<ul style="list-style-type: none"> • There is fault by the Council because it did not send Ms X a self-assessment form for her to complete when she asked for a move on medical grounds. This caused no injustice because Ms X later received the form and did not respond. There was a failure to keep written records of two meetings, which is fault which caused no injustice. 	N/A

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
19 016 136	02 Oct 2020	Re - Highways	Mr X complains the Council has failed to prevent residents leaving their rubbish bins on the footpath, affecting his use and enjoyment of the path. The Ombudsman finds fault by the Council because of its delay and failure to follow a proper decision-making process	<ul style="list-style-type: none"> • The council paid £200 for time and trouble and distress and arranged for a Street Scene officer to visit the site with Mr X to discuss his concerns. • The Council then wrote to Mr X setting out what action the council would take and by when. • The Council also ensured it has a written policy in place which sets out which team is responsible for dealing with complaints of this nature. 	£200
19 016 871	02 Oct 2020	Barnet Homes	Miss X says the Council has placed her in unsuitable temporary accommodation and failed to carry out a review of its suitability. She also says it failed to respond to her complaints about this.	<ul style="list-style-type: none"> • The Ombudsman has found fault by the Council. The Council apologised for the handling of the housing application and offered £250 in recognition of the distress and avoidable time and trouble caused to her. 	£250
19 017 608	11 Sep 2020	CSG – Council Tax	Mr X says the Council is at fault in its management of his council tax account and its subsequent investigation of his concerns. The Ombudsman has found fault by the Council in both matters Complaint about issuing of a Summons.	<ul style="list-style-type: none"> • The Council apologised and paid Mr X £150 in recognition of the injustice caused to him. 	£150
19 017 963	10 Mar 2021	Barnet Education and Learning Service	Mrs C's complained about how the Council dealt with her daughter's attendance issues.	<ul style="list-style-type: none"> • We find that there is no evidence of fault, other than that which the Council had already identified and remedied. 	N/A

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
19 019 888	25 Sep 2020	CSG – Council Tax	Ms H complains the Council has sought to recover council tax from her that she did not owe. She says it ignored information and made false claims about what she had told it.	The LGSCO uphold the complaint, as there is some evidence of fault. But the Council's apology is a suitable remedy.	N/A
19 020 065	02 Apr 2020	CSG – Council Tax	Mr X complains that the Council failed to record his council tax payments correctly.	The LGSCO stated the matter has been remedied by the Council so made no further recommendations	N/A
20 000 880	17 Mar 2021	Barnet Homes	Ms X complained the Council repeatedly failed to make reasonable adjustments to how it communicates with her. Despite saying it would communicate by email it has sent letters by post and telephoned her causing significant distress. While the Council has taken further action to ensure staff are aware of the agreed reasonable adjustments and do not make further errors the Council, issues are still occurring. .	<ul style="list-style-type: none"> • The Council paid Ms X £300 to recognise the distress caused by the repeated failure to meet her reasonable adjustment • Designate a single point of contact and provided clear details to Ms X, by email, of any exceptions it will have to make in respect of contact by telephone or post and the reasons for this 	£300
20 001 487	26 Feb 2021	Family Services	Mr B complained about the actions the Council took in respect of his complaints about the service he received as a care leaver. We found the Council was at fault and should have considered Mr B's complaint at stage three of the statutory complaints procedure.	The LGSCO considered the action taken by the Council including the payment offered (£1500), is sufficient to put matters right.	£1,500

Reporting period – 1 st April 2020-31 st March 2021					
Reference	Decision Date	Service	Complaint Description	Response and Remedy	Compensation
20 002 378	05 Jan 2021	Barnet Homes	There was fault by the Council when dealing with a housing transfer application. There was delay and poor communication, and the Council did not carry out a home visit according to its policy.	The LGSCO considered the Council's apology and reassessment of the application according to its policy remedies the injustice caused.	N/A
20 002 930	11 Mar 2021	Barnet Homes	Ms X complained the Council accommodated her in temporary accommodation unsuitable for her medical needs, failed to provide permanent accommodation, delayed carrying out repairs and failed to take her concerns about a fake Electrical Installation Condition Report seriously. The Council's failure to provide alternative suitable accommodation for 11 months is fault. There is also fault in relation to delays with repairs and delay in dealing with her concerns about the Electrical Installation Condition Report.	The Council apologised and paid £2,350 to recognise the distress caused as well as time and trouble in complaining.	£2,350