

Appendix C – Summary of upheld decisions by the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman during 2022-2023.

Adults and Health – Total of 8		
Summary of Decision	Findings	Compensation Reason and Amount
<p>21 002 824 – Delay and miscommunication in relation to an Occupational Therapy assessment and subsequent handling of complaint</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter • Compensation payment of £200 • Complete assessment considering any relevant reasonable adjustments <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £200</p> <p>Reason Compensation Paid: Distress</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review complaint handling when complaint covers multiple areas • Improve signposting to relevant complaint procedures
<p>21 018 785 – Delay in assessing a resident’s care and support needs</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide a letter of apology • Pay £5,500 compensation <p>Compliant: Yes</p> <p>Timescale: Late</p>	<p>Compensation: £5,500</p> <p>Reason Compensation Paid:</p> <ul style="list-style-type: none"> • £5000 Distress and risk of harm £ • 500 Distress and Time and trouble <p>Learnings:</p> <ul style="list-style-type: none"> • Share various staff reminders on complaint handling.
<p>21 016 847 - A care provider did not administer a resident’s medication safely, there was poor record keeping which has caused uncertainty and complaint was handled poorly. The faults did not cause the resident any harm.</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter • Pay £200 compensation. <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £200</p> <p>Reason Compensation Paid: Frustration and Distress</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Hold quality assurance meeting with provider • Staff Training
<p>21 018 130 Delays in assessing a resident's care needs</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter 	<p>Compensation: £49,084.57</p> <p>Reason compensation paid:</p>

Adults and Health – Total of 8		
Summary of Decision	Findings	Compensation Reason and Amount
	<ul style="list-style-type: none"> • Pay £49,084. • Review processes • Staff training <p>Compliant: Yes</p> <p>Timescale: In time</p>	<ul style="list-style-type: none"> • £48,484.28 to remedy financial injustice • £600 Harm, undue stress, anxiety and time and trouble. <p>Learnings:</p> <ul style="list-style-type: none"> • Review processes • Introduce staff training on Autism
<p>22 000 355 - The resident complained about the way the Council dealt with concerns its care provider was not meeting their family member’s communication needs, and how the Council dealt with a safeguarding concern</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide an apology letter. • Pay £200 compensation. • Review the safeguarding process <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £200</p> <p>Reason compensation paid: Uncertainty, time and trouble.</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review of procedure
<p>21 011 467 - Delays in assessing a resident's care and support needs.</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter • Pay £500 compensation • Review of processes regarding requests for urgent or emergency additional care <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £500</p> <p>Reason compensation paid: Distress and uncertainty</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review relevant policy
<p>22 002 246 – The council failed to consider emergency support needs following a fall</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Staff reminder <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Staff reminder of policy

Adults and Health – Total of 8		
Summary of Decision	Findings	Compensation Reason and Amount
<p>21 014 435 - A resident complained about the way the Council carried out a financial assessment for their relative, who lacked capacity to understand the process.</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Write off the outstanding debt for care fees between April and July 2021 • Pay £200 compensation <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £200</p> <p>Reason compensation paid: Time and Trouble</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Provide staff training on payments

Assurance – Total of 2		
Summary of Decision	Findings	Compensation Reason and Amount
<p>21 004 857 – Failing to respond to emails and keep the resident informed of progress as well as not signposting the resident to the Community Trigger mechanism.</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter • Pay £250 compensation • Amend communications • Staff reminder <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £250</p> <p>Reason Compensation Paid: Distress and uncertainty.</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Staff training and reminder on the update of the website and policy
<p>21 008 272 - Failing to signpost the resident to the Community Trigger mechanism and not completing a formal risk assessment.</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide guidance for relevant staff on the importance of conducting risk assessments • Provide apology letter • Staff reminder. <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £ 0</p> <p>Reason Compensation Paid: N/A</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Ensure staff guidance is circulated and referred to

Barnet Education, Learning and Skills – Total of 4		
Summary of Decision	Findings	Compensation Reason and Amount
21 009 394 – Clerk’s notes of school appeal panel did not properly record the panel’s decision making	<p>Finding: Fault, no injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • None <p>Compliance: N/A</p>	<p>Compensation: £ 0</p> <p>Reason Compensation Paid: N/A</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Improve record keeping
22 001 954 – Not delivering specialist services outlined in an Education, Health and Care Plan.	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter • Pay £1200 compensation • Provide service to resident <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £1200</p> <p>Reason Compensation Paid: £200 Time and trouble £1000 Acknowledge failure of service.</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review policy
22 008 421 – Delay in issuing an Education, Health and Care Plan	<p>Finding: Upheld, no further action</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Satisfactory remedy offered by the Council <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £ 0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: N/A</p>
21 012 867 - Issues with the structure of an Education, Health and Care Plan, failure to make appropriate provision as well as delays in the process and communication failures.	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Provide apology letter • Pay £1450 compensation <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £1450</p> <p>Reason Compensation Paid: £250 for delay leading to loss of chance to appeal £1200 for missed education</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review policy and procedures to improve compliance

Barnet Homes – Total of 9 (7 LGSCO and 2 Housing Ombudsman)		
Summary of Decision	Findings	Compensation Reason and Amount
<p>Housing Ombudsman Reference: 202109585 – Handling of multiple residents’ complaints</p>	<p>Finding: Severe Maladministration</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Pay £2914.30 compensation • Issue apology <p>Compliance: Yes.</p> <p>Timescale: On time</p>	<p>Compensation: £2914.30</p> <p>Reason Compensation Paid: £2114.30 For handling of the Noise nuisance and ASB £800 for failing in the decant process</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Staff training • Improve record keeping
<p>Housing Ombudsman Reference: 202122014 - Handling of concerns about being included on the verbally abusive residents (VAR) list.</p>	<p>Finding: Maladministration</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Pay £450 compensation • Issue apology <p>Compliant: Yes</p> <p>Timescale: On time</p>	<p>Compensation: £450</p> <p>Reason Compensation Paid: Distress and inconvenience</p> <p>Learnings: Improve processes</p>
<p>21 003 556 – Failure to address the resident correctly using their preferred pronoun and delay in reviewing an application</p>	<p>Finding: Maladministration, no injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • None <p>Compliance: N/A</p>	<p>Compensation: £ 0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: Staff learning and awareness</p>
<p>21 009 575 –Processing of a housing application</p>	<p>Finding: Maladministration and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Issue apology • Pay £600 compensation • Policy review • Staff reminder <p>Compliant: Yes</p> <p>Timescale:</p>	<p>Compensation: £600</p> <p>Reason compensation paid: Uncertainty</p> <p>Learnings: Staff training</p>

Barnet Homes – Total of 9 (7 LGSCO and 2 Housing Ombudsman)		
Summary of Decision	Findings	Compensation Reason and Amount
	In time	
<p>22 000 443 – Handling of a homelessness application which caused delays in a suitable property being found.</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Pay £10,500 compensation • Provide offer of accommodation <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £10,500</p> <p>Reason compensation paid: £500 Distress £10,000 Time spent in Temporary accommodation</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review policy • Share information with staff
<p>22 004 030 – Ending homelessness duty</p>	<p>Findings: Upheld, no further action</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Satisfactory remedy offered by the Council <p>Compliance: N/A</p>	<p>Compensation: £750</p> <p>Reason compensation paid: Distress and uncertainty</p> <p>Learnings: Review procedures</p>
<p>22 004 199 - Delays in processing housing application, providing access to the housing portal, and notifying about the outcome of a medical assessment</p>	<p>Findings: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Communication decision making to resident • Pay £250 compensation <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £250</p> <p>Reason Compensation paid: Frustration, time and trouble</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Issue staff reminder
<p>22 005 839 - In developing and reviewing its allocations scheme, the Council failed to consider the impact on homeless applicants to whom it accepted a main duty before November 2012 of its policy to award households in long-term temporary accommodation the lowest priority for housing. As a result, the Council has created a situation in which it is unable to</p>	<p>Findings: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Review policy and record decision making. <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review Policy

Barnet Homes – Total of 9 (7 LGSCO and 2 Housing Ombudsman)		
Summary of Decision	Findings	Compensation Reason and Amount
end its duty to over 900 people, who instead have remained in temporary accommodation for almost a decade.		
22 010 708 – Incorrect information given to a resident on the affordability of a private rented accommodation sourced by the council	<p>Findings: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Issue apology letter • Pay £500 compensation <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £500</p> <p>Reason compensation paid: Injustice</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Staff training

Customer Support Group – Council Tax – Total of 12		
Summary of Decision	Findings	Compensation Reason and Amount
22 009 273 – Incorrect process followed when calculating a resident’s historic council tax liability	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Issue apology letter • Pay £300 compensation • Review case <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £300</p> <p>Reason Compensation Paid: Stress and financial pressure</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Staff training on debt collection
21 014 395 – Failure to put in place reasonable adjustments to assist a resident in accessing and paying Council Tax	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Review case • Write-off Council Tax balance of £270.29 <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £270.29</p> <p>Reason Compensation Paid: Inconvenience, frustration and distress</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Provide staff training on reasonable adjustments

<p>21 018 559 – Calculation of council tax bill</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Issue apology letter • Pay £150 compensation <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £150</p> <p>Reason Compensation Paid: Distress and uncertainty</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Provide staff training on manual processes
<p>21 016 885 – Pursuing a resident for historic council tax and rent arrears when they had applied for discretionary payments to clear the outstanding amounts</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Issue apology letter • Pay £2,218.57 compensation • Review policy <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £2,218.57</p> <p>Reason compensation paid: £300 Distress and uncertainty £1,918.57 Discretionary Housing Payment</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review policy and procedures around DHP
<p>22 001 582 - Calculation of council tax bill</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Pay £150 compensation • Issue apology letter • Staff reminder <p>Compliant: Yes</p> <p>Timescale: Late</p>	<p>Compensation: £150</p> <p>Reason compensation paid: Distress, frustration, time and trouble</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Issue Staff Training
<p>22 002 067 - Calculation of council tax bill. (<i>The Ombudsman discontinued their investigation as the Council remedied the matter.</i>)</p>	<p>Finding: Upheld, no further action</p> <p>Remedy: Satisfactory remedy provided by the Council</p> <p>Compliance: N/A</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: N/A</p>

<p>22 002 602 - Calculation of a historic council tax liability. (<i>The Ombudsman discontinued their investigation as the Council remedied the matter</i>)</p>	<p>Finding: Upheld, no further action</p> <p>Remedy: Satisfactory remedy provided by the Council</p> <p>Compliance: N/A</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: N/A</p>
<p>22 004 733 – Pursuing a historic council tax debt. (<i>The Ombudsman’s discontinued their investigation as the Council remedied the matter</i>)</p>	<p>Findings: Upheld, no further action already remedied</p> <p>Remedy: Satisfactory remedy provided by the council</p> <p>Compliance: N/A</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: N/A</p>
<p>22 006 759 – Delays in pursuing an historic council tax debt</p>	<p>Findings: Fault and injustice</p> <p>Remedy: Satisfactory remedy offered by the Council</p> <p>Compliance: N/A</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: • Review policy and staff training</p>
<p>22 013 404 – Council tax liability on a house let to tenants by a private landlord. (<i>The Ombudsman’s discontinued their investigation as the Council remedied the matter</i>)</p>	<p>Findings: Upheld, no further action, already remedied</p> <p>Remedy: Satisfactory remedy provided by the council</p> <p>Compliance: N/A</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: N/A</p>
<p>21 017 371 – Administrative errors when calculating a council tax bill and referral for recovery action</p>	<p>Findings: Public interest report</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Pay compensation £334 • Review communication methos with resident • Review communications • Review Policy • Staff training <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £334</p> <p>Reason compensation paid: Clear outstanding debt</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review communication policy and Staff training

<p>22 003 425 - Poor communication and failure to provide additional support when dealing with a council tax account. (<i>The Ombudsman's discontinued their investigation as the Council remedied the matter</i>)</p>	<p>Findings: Fault and injustice, no further action, already remedied</p> <p>Remedy: Satisfactory remedy provided by the Council</p> <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings: N/A</p>
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Family Services – Total of 3		
Summary of Decision	Findings	Compensation Reason and Amount
<p>21 013 529 – Issues with children's safeguarding referral and subsequent complaint</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Complete any outstanding agreed actions from panel hearing • Pay compensation of £500 • Offer additional service. <p>Compliant: Yes</p> <p>Timescale: Late</p>	<p>Compensation: £500</p> <p>Reason compensation paid:</p> <ul style="list-style-type: none"> • Recognition of the delay
<p>22 006 173 - Failing to signpost a complainant to the Ombudsman.</p>	<p>Finding: Fault, no injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Staff reminder <p>Compliant: Yes</p> <p>Timescale: In time</p>	<p>Compensation: £0</p> <p>Reason compensation paid: N/A</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Staff reminder
<p>22 003 773 – Not providing full information in relation to a foster child who was placed in a resident's care</p>	<p>Finding: Fault and injustice</p> <p>Remedy:</p> <ul style="list-style-type: none"> • Issue apology • Pay £600 compensation • Staff reminder 	<p>Compensation: £600</p> <p>Reason compensation paid: Injustice</p> <p>Learnings:</p> <ul style="list-style-type: none"> • Review policy

Family Services – Total of 3		
Summary of Decision	Findings	Compensation Reason and Amount
	Compliant: Yes Timescale: In time	<ul style="list-style-type: none"> • Written reminders to staff

Re – Total of 3		
Summary of Decision	Findings	Compensation Reason and Amount
21 006 089 - A complaint regarding the handling of a noise nuisance issue that breached planning conditions	Finding: Maladministration and injustice Remedy: <ul style="list-style-type: none"> • Issue apology Compliant: Yes Timescale: In time	Compensation: £0 Reason Compensation Paid: N/A Learnings: <ul style="list-style-type: none"> • Review procedure
21 016 170 – Delays in taking planning enforcement action and poor communication	Finding: Fault and injustice Remedy: <ul style="list-style-type: none"> • Issue an apology and update complainant on actions • Write to the complainant detailing actions taken and provide updates Compliant: Yes Timescale: In time	Compensation: £ 0 Reason compensation paid: N/A Learnings: <ul style="list-style-type: none"> • Review policy
22 008 407 – Poor record keeping and delays in a planning enforcement matter	Findings: Fault and injustice Remedy: <ul style="list-style-type: none"> • Pay £600 compensation Compliant: Yes Timescale: In time	Compensation: £600 Reason compensation paid: Injustice Learnings: <ul style="list-style-type: none"> • Improve record keeping

