

Appendix 2 LGSCO prescribed financial remedies 2024-25

Service Area	Background and remedy	Monetary Settlement
LGSCO prescribed remedies		
Adult Social Care	1. The Council failed to carry out a social care assessment when Ms Y requested care and support as she was struggling to look after herself and her child due to illness. The assessment subsequently completed by adult social care in January 2023 was a contact assessment (not a full needs assessment) and did not consider Ms Y's caring responsibilities. As a consequence, Ms Y was without support when she was unwell, and this caused avoidable distress and a decline in her mental health. Remedies included: A symbolic payment of £250 to reflect the avoidable distress and to recognise the avoidable uncertainty around entitlement to support caused by the failures set out.	£250
	2. Ms X, complained on behalf of her mother (Mrs Y) and herself that the Council: - Failed to keep Mrs Y safe in an accommodation with an independent living provider it had commissioned, which resulted in her being groomed and assaulted. - Completed a flawed safeguarding investigation, caused delay in sharing the outcome with her, and did not share some information she asked for; and - Communicated with her poorly, which included not responding to some communication and a social worker making inappropriate comments. Ms X also said the independent living provider failed to respond to her complaint when it said it would and did not comply fully with the police investigation. Ms X said, as a result, she and Mrs Y experienced distress and uncertainty, and Mrs Y experienced harm or risk of harm. Remedies included: - Pay Mrs Y a symbolic payment of £250 to acknowledge failure to keep her safe from harm or risk of harm; - Pay Ms X a symbolic payment of £250 to acknowledge the preventable distress and uncertainty she experienced as a result of failure to keep Mrs Y safe from harm or risk of harm, and some delayed communication with her.	£500
	3. Ms X complained that the Council did not respond to her reports of concerning behaviour and violence from her son, Mr Y, made prior to his arrest, and did not provide the family any support. Ms X also complained the Council did not provide an emergency respite placement for Mr Y when he was due to be released from police custody. Mr Y's care provider found him a hotel, but Ms X said the Council left him at risk. Ms X said Mr Y's social worker did not understand the risks of Mr Y living at home. They also did not understand his	

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	communication needs and used long words, causing him distress. Ms X considers the Council let the family down and that Mr Y's arrest could have been avoided if the Council had acted on her reports. Remedies included: • Pay Mr Y and Ms X £250 each (£500 in total) in recognition of the uncertainty and distress caused by failure to follow up on respite care options and failure to properly consider suitable support when Mr Y's behaviour escalated.	£500
Education Services	4. Ms X complains the Council: • Did not provide adequate education to her daughter Y and the provision listed in her Education, Health and Care plan when she was out of school. • Delayed in issuing a final Education, Health and Care plan following an annual review. Ms X said her daughter has missed out on education and has fallen behind in her education. Remedies included: • Apologise to Ms X for not providing adequate education to Y or the special educational provision in her EHC plan and for the time taken to produce a final EHC plan following Y's annual review. • Pay Ms X £3,600, for the benefit of Y's education, to recognise the loss of education and special education provision to Y between February 2023 and March 2024. (This is calculated at being £1,200 a term for three terms). • Make an ongoing payment of £400 a month to Ms X. The Council should start this from April 2024 until either Y reintegrates back into school in accordance with her EHC plan, or the Council puts in place what it sees as an appropriate package of education alongside all parts of the special educational provision it is able to deliver while Y is not at school. • Pay Ms X £300 to recognise the distress and uncertainty she experienced as a result of the delays in issuing Y's final EHC plan following the annual review. 5. Ms X complained the Council failed to provide education for her child Y, who was medically signed off from school since January 2023. Ms X says Y had an Education and Health Care Plan which the Council failed to provide provision for when they were out of school. Ms X also complained the Council delayed in finalising Y's Education and Health Care Plan which delayed her right of appeal. Remedies included: • Provide an apology to Ms X and a pay her £300 for the distress and frustration caused through the Council's delays and handling of this matter. • Provide an apology and pay Ms X £2,625 to acknowledge the impact on Y of the lost educational provision from 15 February 2023 until 11 September 2023.	£3900 £2925

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	6. Mrs X complained the Council did not put alternative provision in place for her child Y, when Y became too unwell to attend school. Mrs X said this impacted on Y's quality of life and development and caused her and Y's father stress and difficulty. Remedies included: • Pay Mrs X £500 in recognition of her injustice.	£500
Children's Services	7. Ms X complains that in early February 2023 her son, Mr Y's social worker failed to: • tell her quickly her son was attacked and injured: and • get Mr Y to seek medical advice. Ms X said the Council did not consider her complaint properly. It relied on altered reports and investigated the wrong incident. It then refused to investigate her complaint at stage three of its procedure because it considered her behaviour towards staff unacceptable. Ms X would like the Council to apologise for its failings and support Mr Y as it should have done from the beginning. Ms X also complained in August 2023 that since September 2022 the Council failed to provide Mr Y with support he was entitled to under the Children (Leaving Care) Act 2000, as well as raising other concerns, which were not investigated. Remedies included: • pay Ms X £300 it offered to remedy the distress, frustration and unnecessary time and trouble she experienced; • pay an additional £150 to Ms X for the avoidable uncertainty the delay in investigating her complaint from August 2023 has caused her.	£450
	8. Ms X complained about a social worker's judgement and a section 7 report prepared for court action, which she considered was inaccurate and about which the judge was critical. She also complained about the way the Council handled the child in need process and said her child, Y, should have had a child protection plan from 2022. Ms X said the Council's failings meant she incurred additional legal costs and was unable to claim Legal Aid. She also said she was caused distress and uncertainty and was put to avoidable time and trouble pursuing the Council. Remedies included: • The Council agreed to pay £800.	£800

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	9. Ms X complained about the actions of the Council's children's services. The Council accepted her complaint under the children's statutory complaints procedure but had not completed the stage two investigation within the required timescales. Remedies included: - The Council will pay Ms X a financial remedy for the distress caused by the delay, calculated at £50 per month of delay, from 20 May 2024 to the date Ms X is sent the stage 2 adjudication letter. 10. Mr X complained about the actions of a children's social worker. The Council accepted his complaint under the children's statutory complaints procedure but has not completed the stage two investigation within the required timescales. Remedies included: - The Council will complete its stage two investigation and will pay Mr X a financial remedy for the distress caused by the delay. This should be calculated at £50 per month of delay, from 11 May 2024 to the date Mr X is sent the stage 2 adjudication letter.	£350 £250
Housing	11. Mr X complained that the Council continued to auto-bid for properties advertised on Coventry Homefinder which are unsuitable for his housing needs. As a result, he was not considered for other properties which would have been suitable. He says this caused him stress and had a detrimental impact on his mental health. He would like the Council to apologise and pay a financial remedy. Remedies included: Pay £300 as a symbolic payment to recognise the distress caused by its fault.	£300
Corporate and Other Services	12. Ms X complained the Council wrongly declined her Blue Badge application for her son. Ms X said this has affected her and her son, as he needs a Blue Badge so they can get to the car quickly if he is having a seizure. Remedies included: Apologise to Ms X and pay Ms X £150 to recognise the uncertainty and missed opportunity caused by the fault in this case.	£150
Total		£10,875