

LGO Final Decisions in 2018-19

Ref	Description	LGO Start Date	LGO Decision	LGO Report Date	LGO Ref	LGO Action Details	LGO Svc Improvements
0-25 Service							
CS17/013	Re JASP decision and lack of effective care in Peterborough for their child.	22/05/2018	Maladministration with injustice	25/09/2018	17019369	£12,750 financial remedy. Provide complainant with an updated copy of the action plan explain to complainant why the Council is not funding two-to-one support in current placement. Ensure that an MSI assessment is carried out in respect of any other deafblind children it has identified in the borough and reviewed its service provision in the light of the assessment	
Children in Care & Leaving Care							
CS16/055	Historical complaint that Leaving Care support was not provided when complainant left care at age 16.	11/12/2017	Maladministration with injustice	25/04/2018	15020754	Payment of £750 for distress in regard to lack of support when leaving care and for time and trouble in pursuing complaint when records were mislaid.	

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Looked After Children (PEOPLE & COMMUNITIES, Children's Services & Safeguarding, Children's Social Care Operations, CSC teams)				
CC17/205	Complaint by Grandparent about failure to notify them about changes to contact with grandchildren	14/01/2019	Upheld: Maladministration and Injustice	Letter of apology issued for failure to explain changes to contact arrangements to grandparent and seek their views.
First Response, Family Support Teams (PEOPLE & COMMUNITIES, Children's Services & Safeguarding, Children's Social Care Operations)				
CC17/001	Complaint relating to CSC not paying any financial support whilst a child was in the complainants care	26/04/2018	Upheld: Maladministration and Injustice	Apology for failing to provide appropriate support and advice to a prospective private foster carer. Payment of £500 for distress caused. Ensure staff have read and understood private fostering guidance.