

| Reference | Authority                | Category  | Received |
|-----------|--------------------------|---|----------|
| 22017897  | Southampton City Council | Environmental Services & Public Protection & Regulation | 04/05/23 |
| 22018048  | Southampton City Council | Corporate & Other Services                              | 24/05/23 |
| 23000028  | Southampton City Council | Education & Childrens Services                          | 06/04/23 |
| 23000346  | Southampton City Council | Education & Childrens Services                          | 14/04/23 |
| 23000677  | Southampton City Council | Environmental Services & Public Protection & Regulation | 20/04/23 |
| 23000801  | Southampton City Council | Environmental Services & Public Protection & Regulation | 16/06/23 |
| 23001018  | Southampton City Council | Education & Childrens Services                          | 26/04/23 |
| 23001323  | Southampton City Council | Adult Care Services                                     | 27/04/23 |
| 23002478  | Southampton City Council | Adult Care Services                                     | 11/07/23 |
| 23002674  | Southampton City Council | Adult Care Services                                     | 24/05/23 |
| 23003411  | Southampton City Council | Planning & Development                                  | 12/06/23 |
| 23003687  | Southampton City Council | Environmental Services & Public Protection & Regulation | 19/06/23 |
| 23004086  | Southampton City Council | Environmental Services & Public Protection & Regulation | 03/07/23 |
| 23004134  | Southampton City Council | Environmental Services & Public Protection & Regulation | 19/06/23 |
| 23004240  | Southampton City Council | Planning & Development                                  | 27/06/23 |
| 23004603  | Southampton City Council | Adult Care Services                                     | 05/07/23 |
| 23004768  | Southampton City Council | Adult Care Services                                     | 29/06/23 |
| 23005907  | Southampton City Council | Housing   | 03/08/23 |
| 23006090  | Southampton City Council | Adult Care Services                                     | 28/07/23 |
| 23006439  | Southampton City Council | Highways & Transport                                    | 03/08/23 |
| 23006722  | Southampton City Council | Education & Childrens Services                          | 08/08/23 |
| 23006826  | Southampton City Council | Housing   | 09/08/23 |
| 23006966  | Southampton City Council | Corporate & Other Services                              | 22/08/23 |
| 23007160  | Southampton City Council | Education & Childrens Services                          | 14/08/23 |
| 23007685  | Southampton City Council | Environmental Services & Public Protection & Regulation | 21/08/23 |
| 23008310  | Southampton City Council | Adult Care Services                                     | 29/08/23 |
| 23008864  | Southampton City Council | Highways & Transport                                    | 12/09/23 |
| 23008939  | Southampton City Council | Corporate & Other Services                              | 13/09/23 |
| 23009111  | Southampton City Council | Corporate & Other Services                              | 12/09/23 |
| 23009372  | Southampton City Council | Education & Childrens Services                          | 22/09/23 |
| 23009635  | Southampton City Council | Housing   | 03/10/23 |
| 23009848  | Southampton City Council | Environmental Services & Public Protection & Regulation | 04/10/23 |
| 23009958  | Southampton City Council | Housing   | 05/10/23 |
| 23010019  | Southampton City Council | Education & Childrens Services                          | 06/10/23 |
| 23010503  | Southampton City Council | Corporate & Other Services                              | 26/10/23 |
| 23010609  | Southampton City Council | Housing   | 15/10/23 |
| 23011350  | Southampton City Council | Education & Childrens Services                          | 25/10/23 |
| 23011410  | Southampton City Council | Education & Childrens Services                          | 25/10/23 |
| 23011848  | Southampton City Council | Environmental Services & Public Protection & Regulation | 27/10/23 |
| 23012005  | Southampton City Council | Adult Care Services                                     | 04/11/23 |
| 23018411  | Southampton City Council | Environmental Services & Public Protection & Regulation | 15/03/24 |
| 23012509  | Southampton City Council | Environmental Services & Public Protection & Regulation | 23/11/23 |
| 23013863  | Southampton City Council | Housing   | 29/11/23 |
| 23014074  | Southampton City Council | Education & Childrens Services                          | 06/12/23 |
| 23014153  | Southampton City Council | Education & Childrens Services                          | 06/12/23 |
| 23014617  | Southampton City Council | Adult Care Services                                     | 13/12/23 |
| 23015265  | Southampton City Council | Planning & Development                                  | 02/02/24 |
| 23015436  | Southampton City Council | Environmental Services & Public Protection & Regulation | 08/01/24 |
| 23015448  | Southampton City Council | Planning & Development                                  | 05/01/24 |
| 23015647  | Southampton City Council | Housing   | 11/01/24 |
| 23015702  | Southampton City Council | Education & Childrens Services                          | 10/01/24 |
| 23015977  | Southampton City Council | Housing   | 15/01/24 |
| 23016003  | Southampton City Council | Education & Childrens Services                          | 15/01/24 |
| 23016246  | Southampton City Council | Adult Care Services                                     | 18/01/24 |
| 23016561  | Southampton City Council | Housing   | 23/01/24 |
| 23017003  | Southampton City Council | Planning & Development                                  | 30/01/24 |
| 23017151  | Southampton City Council | Adult Care Services                                     | 22/03/24 |
| 23017179  | Southampton City Council | Education & Childrens Services                          | 01/02/24 |
| 23017353  | Southampton City Council | Environmental Services & Public Protection & Regulation | 02/02/24 |
| 23017701  | Southampton City Council | Education & Childrens Services                          | 08/02/24 |
| 23017741  | Southampton City Council | Education & Childrens Services                          | 09/02/24 |
| 23018508  | Southampton City Council | Education & Childrens Services                          | 21/02/24 |
| 23018683  | Southampton City Council | Education & Childrens Services                          | 23/02/24 |
| 23019913  | Southampton City Council | Education & Childrens Services                          | 08/03/24 |
| 23020201  | Southampton City Council | Environmental Services & Public Protection & Regulation | 14/03/24 |
| 23020654  | Southampton City Council | Education & Childrens Services                          | 25/03/24 |
| 23020675  | Southampton City Council | Planning & Development                                  | 25/03/24 |
| 23020885  | Southampton City Council | Highways & Transport                                    | 28/03/24 |

| Reference | Authority                | Category   | Date/Ref | Decision                           | Decision Reason   | Review   | Review/Investment recommendations   |
|-----------|--------------------------|--|----------|------------------------------------|---|--|---|
| 2201043   | Southampton City Council | Corporate & Other Services                             | 21/04/23 | Uplifted                           | fault & inj   | Procedure or policy change/review.Provide information/notice to person affected  |   |
| 2201511   | Southampton City Council | Education & Childrens Services                         | 10/10/22 | Uplifted                           | fault & inj   | Apology/Financial redress. Avoidable distress/tine and trouble   |   |
| 2201520   | Southampton City Council | Education & Childrens Services                         | 17/04/22 | Closed after initial enquiries     | Sub 8.1 court proceedings                                     |  |   |
| 2201722   | Southampton City Council | Environmental Services & Public Protection & Reciation | 24/05/22 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2201804   | Southampton City Council | Corporate & Other Services                             | 06/06/21 | Closed after initial enquiries     | Other reason not to investigate                               |  |   |
| 2300020   | Southampton City Council | Education & Childrens Services                         | 15/11/22 | Uplifted                           | fault & inj   | Apology/Financial redress. Avoidable distress/tine and trouble/Provide services to person affected/Procedure or policy change/review | The Council has agreed to produce an action plan which sets out how the Council will ensure that delays to the delivery of children's social care support are not repeated in future.   |
| 2300046   | Southampton City Council | Education & Childrens Services                         | 11/04/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2300077   | Southampton City Council | Environmental Services & Public Protection & Reciation | 06/07/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2300091   | Southampton City Council | Environmental Services & Public Protection & Reciation | 06/07/22 | Closed after initial enquiries     | Not warranted by alleged fault                                | Apology/Financial redress. Avoidable distress/tine and trouble/Financial redress. Loss of service/Provide training and/or guidance   | The Council will remind staff they should not rely solely on school attendance records and referrals to its Medical Outreach Service to identify children or young people who need alternative educational provision. They should be prepared to act without delay if information from other sources, such as school meeting minutes or complaints from parents, suggest a child or young person is not receiving a suitable education.   |
| 2300101   | Southampton City Council | Education & Childrens Services                         | 20/10/22 | Uplifted                           | fault & inj   |  |   |
| 2300172   | Southampton City Council | Adult Care Services                                    | 08/05/22 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2300228   | Southampton City Council | Adult Care Services                                    | 14/05/22 | Closed after initial enquiries     | Not a suitable person or representative                       |  |   |
| 2300274   | Southampton City Council | Adult Care Services                                    | 14/05/22 | Closed after initial enquiries     | No worthwhile outcome achievable by investigation             |  |   |
| 2300341   | Southampton City Council | Planning & Development                                 | 04/07/22 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2300387   | Southampton City Council | Environmental Services & Public Protection & Reciation | 18/06/21 | Incomplete/Inupaid                 | Insufficient information to proceed and PA advised            |  |   |
| 2303886   | Southampton City Council | Environmental Services & Public Protection & Reciation | 15/07/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2304134   | Southampton City Council | Environmental Services & Public Protection & Reciation | 18/06/21 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2304249   | Southampton City Council | Planning & Development                                 | 13/11/22 | Not lifted                         | no fault  |  |   |
| 2304363   | Southampton City Council | Adult Care Services                                    | 06/07/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2304758   | Southampton City Council | Adult Care Services                                    | 20/06/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2305007   | Southampton City Council | Housing  | 14/05/22 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2305092   | Southampton City Council | Adult Care Services                                    | 28/07/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2306436   | Southampton City Council | Healthcare & Transport                                 | 03/08/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2318172   | Southampton City Council | Education & Childrens Services                         | 08/10/21 | Incomplete/Inupaid                 | Insufficient information to proceed and PA advised            |  |   |
| 2308620   | Southampton City Council | Housing  | 27/02/22 | Uplifted                           | fault & inj   | Apology/Financial redress. Avoidable distress/tine and trouble/Procedure or policy change/review                                     | The Council will review its guidance and training for officers on record keeping around the analysis of noise recordings and on ensuring it has proper regard to its anti-social behaviour (ASB) powers when it receives complaints.  |
| 2308984   | Southampton City Council | Corporate & Other Services                             | 22/08/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2307160   | Southampton City Council | Education & Childrens Services                         | 20/02/24 | Uplifted                           | fault & inj   | Apology/Financial redress. Avoidable distress/tine and trouble/Financial redress. Loss of service/Procedure or policy change/review  | The Council will, within one month, ensure social workers and managers are reminded of the need to determine the nature and details of a placement with a friend or relative at the outset of the placement, and carers are told what this means in terms of financial support and other support, remind social workers and managers that DBS checks should be carried out at the onset of a placement, remind social workers and managers of the need to carry out non-connected person assessments within the required timeframe. |
| 2307289   | Southampton City Council | Environmental Services & Public Protection & Reciation | 21/08/22 | Incomplete/Inupaid                 | Insufficient information to proceed and PA advised            |  |   |
| 2308310   | Southampton City Council | Adult Care Services                                    | 14/05/22 | Closed after initial enquiries     | Not a suitable person or representative                       |  |   |
| 2308364   | Southampton City Council | Healthcare & Transport                                 | 14/05/22 | Closed after initial enquiries     | 2022(1) Court remedy  |  |   |
| 2308368   | Southampton City Council | Corporate & Other Services                             | 20/10/22 | Closed after initial enquiries     | Other reason not to investigate                               |  |   |
| 2309111   | Southampton City Council | Corporate & Other Services                             | 27/10/22 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2309172   | Southampton City Council | Education & Childrens Services                         | 20/02/24 | Uplifted                           | fault & inj, no further action/contamination already remedied |  |   |
| 2309534   | Southampton City Council | Housing  | 03/10/21 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2309584   | Southampton City Council | Environmental Services & Public Protection & Reciation | 03/10/21 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2309584   | Southampton City Council | Environmental Services & Public Protection & Reciation | 03/10/21 | Advice given                       | Signpost - go to complaint handling                           |  |   |
| 2310018   | Southampton City Council | Education & Childrens Services                         | 20/10/22 | Closed after initial enquiries     | 2022(1) Incomplete SEN/MT                                     |  |   |
| 2310020   | Southampton City Council | Corporate & Other Services                             | 20/10/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2310020   | Southampton City Council | Housing  | 16/10/22 | Advice given                       | Signpost - go to complaint handling                           |  |   |
| 2311350   | Southampton City Council | Education & Childrens Services                         | 25/10/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2311414   | Southampton City Council | Education & Childrens Services                         | 20/10/22 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2311488   | Southampton City Council | Environmental Services & Public Protection & Reciation | 15/11/22 | Referred back for local resolution | Premature Decision - referred to Organisation                 |  |   |
| 2312944   | Southampton City Council | Adult Care Services                                    | 14/12/21 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2313274   | Southampton City Council | Environmental Services & Public Protection & Reciation | 08/11/22 | Closed after initial enquiries     | Other reason not to investigate                               |  |   |
| 2313363   | Southampton City Council | Housing  | 09/11/22 | Uplifted                           | Sub 8. 6.26. 98 Social Housing handbook                       |  |   |
| 2316617   | Southampton City Council | Adult Care Services                                    | 14/12/22 | Incomplete/Inupaid                 | Insufficient information to proceed and PA advised            |  |   |
| 2316663   | Southampton City Council | Planning & Development                                 | 12/03/24 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2315436   | Southampton City Council | Environmental Services & Public Protection & Reciation | 19/02/24 | Closed after initial enquiries     | Other reason not to investigate                               |  |   |
| 2315448   | Southampton City Council | Planning & Development                                 | 27/02/24 | Referred back for local resolution | Premature Decision - advised                                  |  |   |
| 2315947   | Southampton City Council | Housing  | 11/01/22 | Advice given                       | Signpost - go to complaint handling                           |  |   |
| 2315972   | Southampton City Council | Education & Childrens Services                         | 10/01/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2315977   | Southampton City Council | Housing  | 11/02/24 | Closed after initial enquiries     | Not warranted by alleged fault                                |  |   |
| 2316003   | Southampton City Council | Education & Childrens Services                         | 22/04/24 | Advice given                       | Procedural complaint and decision                             |  |   |
| 2316040   | Southampton City Council | Adult Care Services                                    | 18/01/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2316061   | Southampton City Council | Housing  | 18/03/24 | Closed after initial enquiries     | 2022(1) Incomplete SEN/MT                                     |  |   |
| 2317363   | Southampton City Council | Environmental Services & Public Protection & Reciation | 02/02/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2317711   | Southampton City Council | Education & Childrens Services                         | 09/02/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2318084   | Southampton City Council | Education & Childrens Services                         | 21/02/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2318101   | Southampton City Council | Education & Childrens Services                         | 08/03/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |
| 2300001   | Southampton City Council | Environmental Services & Public Protection & Reciation | 14/03/24 | Referred back for local resolution | Premature Decision - advice given                             |  |   |

| Reference | Authority                | Category                       | Decided  | Remedy  | Remedy Target Date | Remedy Achieved Date | Satisfaction with Compliance  |
|-----------|--------------------------|--------------------------------|----------|---|--------------------|----------------------|-------------------------------|
| 22007813  | Southampton City Council | Education & Childrens Services | 13/02/23 | Apology<br>Financial redress: Avoidable distress/time and trouble<br>Financial redress: Loss of service<br>Procedure or policy change/review  | 13/04/23           | 18/04/23             | Remedy completed late         |
| 22011043  | Southampton City Council | Corporate & Other Services     | 20/04/23 | Procedure or policy change/review<br>Provide information/advice to person affected  | 21/07/23           | 21/06/23             | Remedy complete and satisfied |
| 22015121  | Southampton City Council | Education & Childrens Services | 09/10/23 | Apology<br>Financial redress: Avoidable distress/time and trouble   | 07/11/23           | 06/11/23             | Remedy complete and satisfied |
| 23000028  | Southampton City Council | Education & Childrens Services | 15/11/23 | Apology<br>Financial redress: Avoidable distress/time and trouble<br>Provide services to person affected<br>Procedure or policy change/review | 15/01/24           | 06/02/24             | Remedy completed late         |
| 23001018  | Southampton City Council | Education & Childrens Services | 25/10/23 | Apology<br>Financial redress: Avoidable distress/time and trouble<br>Financial redress: Loss of service<br>Provide training and/or guidance   | 26/01/24           | 26/01/24             | Remedy completed late         |

## Explanatory notes

### Cases received

Cases with a recorded received date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024.

### Cases decided

Cases with a recorded decision date between 1 April 2023 and 31 March 2024. Status as of 9 April 2024. Some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

We report our decisions by the following outcomes:

**Invalid or incomplete:** We were not given enough information to consider the issue.

**Advice given:** We provided early advice or explained where to go for the right help.

**Referred back for local resolution:** We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

**Closed after initial enquiries:** We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

**Upheld:** We completed an investigation and found evidence of fault, or we found the organisation accepted fault early on.

**Not upheld:** We completed an investigation but did not find evidence of fault.

### Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2023 and 31 March 2024. Status as of 15 May 2024. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 15 May 2024 of a remedy achieved before 31 March 2024, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.