

Appendix 1: Timetable of works in respect of Local Government Ombudsman report – Sept 2017

Priority	Outcome	Actions	Success measure(s)	Lead	Time	RAG 30 th Sept 2017	RAG 31 st Oct 2017	RAG 14 th November 2017	Progress update
Apologise in writing to Mr S	Ms S receives in writing a letter of apology from the LA	Letter to be drafted and agreed Letter to be sent out	Mr S in receipt of letter of apology	CD/CB/PS					Action completed
Preparation of timetable of actions in response to recommendations from within the LGO report	Timetable completed and issued to LGO and Mr S	Timetable to be drafted and signed off by Director of ASC/AAD	Timetable issued to LGO and Ms P	CD/CB/PS					Timetable Completed
Respond in writing to LGO with respect to actions and planning	Letter to be sent To LGO by 20 th July	Letter to be drafted By Complaints and ASC/AAD Service and sent by 20 th July	Letter agreed by ASC/AAD Director Letter agreed by Complaints Dept Management Letter sent	CD/CB/PS					Action completed
Issue of public notice with respect to LGO report and copies available for public perusal	Public notice to be written and published via local media by Copies of the report to be available in LA buildings for review.	Public notice to be drafted. Public notice to be published via local media Copies of LGO report available for perusal at Bernard Weatherill House	Public Notice published in local papers and on council website Copies in situ at BWH and Town Hall.	CB/VB					Action completed

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		and the Town Hall for 3 weeks Copies to take away to be available at a small charge.							
Monies identified in the report to be paid to Mr S	Mr S to receive funds Identified in report	ASC/AAD to arrange and authorise payments	Monies owing from report recommendations transferred To Mr S accounts	CB/PS					Action completed
Full report and actions taken to and considered by relevant Council Committee	Report provided to and appearance of 0-25 staff appropriate Council Committee	Report drafted Report tabled at Pre Agenda meetings Attendance of 0-25 Officers at Council Meeting Inform LGO of details and times of meetings	Reports completed and attendance at meeting. LGO fully informed.	CB/PS/CD					Action completed Report to be taken to GPAC committee on 7/12/17
Complete Carers Assessment for Mr and or Mrs S	Carers Assessment completed.	Meetings with Mr and Mrs S held. Assessment completed and agreed with family	Carers Assessment completed.	LF/GR					Action completed
Direct Payment to GS of £32.39 per week backdated to 1 st July 2016	Mr S to receive funds Identified in report	ASC/AAD to arrange and authorise payments	Monies/DPs owing from report recommendations transferred	CB/PS					Action completed

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			To Mr S accounts						
Implement Lessons Learned exercise with staff from AAD service	Training put in to ensure areas of poor practice identified in report are not repeated	Training sessions Completed							Action completed

RED	The action has not yet started or there is significant delay in implementation. The action must be prioritised to bring it back on track to deliver agreed work.
AMBER	The action has started but there is some delay in implementation. The action must be monitored to ensure the required action is delivered.
LIGHT GREEN	The action is on track to be completed by the agreed date. Action must be monitored to ensure work is completed in a timely manner.
GREEN	The action has been completed and there is evidence to that effect.

RESPONSIBLE OFFICERS:

PS Pratima Solanki Director of All Age Disability and Adult Social Care
 CB Caroline Baxter Assistant Director of Disability 0-65
 AF Alison Farmer Head of 0-25 Service

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LF	Lorraine Falconer	Unit Manager 16-25 Service
NL	Natasha Lingard	16-25 Social Worker
RE	Richard Eyre	Project Office Lead Manager
VB	Victoria Blinks	Project Office – Communications Lead
CD	Clare Davis	Manager – Complaints Department.