

Reference	Authority	Category	Received
19016349	Staffordshire County Council	Education & Childrens Services	16 Oct 2020
19019355	Staffordshire County Council	Environmental Services & Public Protection & Regulation	09 Jul 2020
19020198	Staffordshire County Council	Highways & Transport	06 Jan 2021
19020766	Staffordshire County Council	Adult Care Services	16 Sep 2020
20000597	Staffordshire County Council	Environmental Services & Public Protection & Regulation	29 Jun 2020
20001210	Staffordshire County Council	Adult Care Services	08 Jul 2020
20001600	Staffordshire County Council	Education & Childrens Services	14 Jul 2020
20001651	Staffordshire County Council	Highways & Transport	16 Jul 2020
20001759	Staffordshire County Council	Adult Care Services	20 Jul 2020
20001779	Staffordshire County Council	Education & Childrens Services	16 Jul 2020
20001918	Staffordshire County Council	Education & Childrens Services	22 Jul 2020
20002091	Staffordshire County Council	Highways & Transport	22 Jul 2020
20002463	Staffordshire County Council	Education & Childrens Services	28 Jul 2020
20002525	Staffordshire County Council	Adult Care Services	06 Aug 2020
20002627	Staffordshire County Council	Adult Care Services	30 Jul 2020
20002650	Staffordshire County Council	Education & Childrens Services	31 Jul 2020
20002779	Staffordshire County Council	Adult Care Services	14 Aug 2020
20002889	Staffordshire County Council	Adult Care Services	05 Aug 2020
20003173	Staffordshire County Council	Education & Childrens Services	11 Aug 2020
20003412	Staffordshire County Council	Highways & Transport	27 Aug 2020
20003639	Staffordshire County Council	Education & Childrens Services	20 Aug 2020
20003792	Staffordshire County Council	Education & Childrens Services	24 Aug 2020
20003941	Staffordshire County Council	Planning & Development	03 Dec 2020
20003954	Staffordshire County Council	Adult Care Services	25 Aug 2020
20004169	Staffordshire County Council	Adult Care Services	01 Sep 2020
20004300	Staffordshire County Council	Adult Care Services	02 Sep 2020
20004462	Staffordshire County Council	Corporate & Other Services	04 Sep 2020
20004575	Staffordshire County Council	Adult Care Services	23 Sep 2020
20004894	Staffordshire County Council	Adult Care Services	16 Sep 2020
20004915	Staffordshire County Council	Education & Childrens Services	16 Sep 2020
20005174	Staffordshire County Council	Highways & Transport	22 Sep 2020
20005275	Staffordshire County Council	Highways & Transport	23 Sep 2020
20005443	Staffordshire County Council	Education & Childrens Services	28 Sep 2020
20005637	Staffordshire County Council	Education & Childrens Services	30 Sep 2020
20005734	Staffordshire County Council	Education & Childrens Services	05 Oct 2020
20005900	Staffordshire County Council	Education & Childrens Services	05 Oct 2020
20006168	Staffordshire County Council	Corporate & Other Services	09 Oct 2020
20006715	Staffordshire County Council	Environmental Services & Public Protection & Regulation	20 Oct 2020
20007051	Staffordshire County Council	Highways & Transport	27 Oct 2020
20007334	Staffordshire County Council	Highways & Transport	02 Nov 2020
20007369	Staffordshire County Council	Environmental Services & Public Protection & Regulation	02 Nov 2020
20007447	Staffordshire County Council	Adult Care Services	03 Nov 2020
20007867	Staffordshire County Council	Adult Care Services	12 Nov 2020
20008457	Staffordshire County Council	Education & Childrens Services	24 Nov 2020
20008762	Staffordshire County Council	Highways & Transport	01 Dec 2020
20009230	Staffordshire County Council	Adult Care Services	10 Dec 2020
20009775	Staffordshire County Council	Highways & Transport	22 Dec 2020
20009952	Staffordshire County Council	Education & Childrens Services	03 Feb 2021
20010019	Staffordshire County Council	Education & Childrens Services	05 Jan 2021
20010156	Staffordshire County Council	Education & Childrens Services	15 Jan 2021
20010313	Staffordshire County Council	Education & Childrens Services	08 Jan 2021
20010403	Staffordshire County Council	Highways & Transport	11 Jan 2021
20010814	Staffordshire County Council	Education & Childrens Services	18 Jan 2021
20011081	Staffordshire County Council	Education & Childrens Services	25 Jan 2021
20011260	Staffordshire County Council	Highways & Transport	26 Jan 2021
20011306	Staffordshire County Council	Education & Childrens Services	28 Jan 2021
20011520	Staffordshire County Council	Environmental Services & Public Protection & Regulation	03 Feb 2021
20011608	Staffordshire County Council	Highways & Transport	17 Feb 2021
20011655	Staffordshire County Council	Education & Childrens Services	03 Feb 2021
20012102	Staffordshire County Council	Education & Childrens Services	11 Feb 2021
20012641	Staffordshire County Council	Highways & Transport	23 Feb 2021
20012737	Staffordshire County Council	Education & Childrens Services	08 Mar 2021
20012785	Staffordshire County Council	Environmental Services & Public Protection & Regulation	24 Feb 2021
20014242	Staffordshire County Council	Adult Care Services	25 Mar 2021
20014379	Staffordshire County Council	Adult Care Services	29 Mar 2021
20014382	Staffordshire County Council	Education & Childrens Services	29 Mar 2021
20007513	Staffordshire County Council	Adult Care Services	05 Nov 2020
20007616	Staffordshire County Council	Education & Childrens Services	18 Nov 2020
20013693	Staffordshire County Council	Highways & Transport	15 Mar 2021
20014098	Staffordshire County Council	Adult Care Services	23 Mar 2021
20000770	Staffordshire County Council	Education & Childrens Services	01 Jul 2020
20002875	Staffordshire County Council	Education & Childrens Services	05 Aug 2020
20003955	Staffordshire County Council	Adult Care Services	16 Sep 2020
20004037	Staffordshire County Council	Adult Care Services	27 Aug 2020

20005835	Staffordshire County Council	Adult Care Services	27 Oct 2020
20006219	Staffordshire County Council	Education & Childrens Services	09 Oct 2020
20006751	Staffordshire County Council	Adult Care Services	04 Feb 2021
20006819	Staffordshire County Council	Education & Childrens Services	01 Dec 2020
20006912	Staffordshire County Council	Education & Childrens Services	22 Oct 2020
20007506	Staffordshire County Council	Education & Childrens Services	04 Nov 2020
20008386	Staffordshire County Council	Adult Care Services	23 Nov 2020
20008962	Staffordshire County Council	Adult Care Services	04 Dec 2020
20009187	Staffordshire County Council	Education & Childrens Services	02 Feb 2021
20009236	Staffordshire County Council	Education & Childrens Services	10 Dec 2020
20009532	Staffordshire County Council	Adult Care Services	06 Jan 2021
20010219	Staffordshire County Council	Education & Childrens Services	07 Jan 2021
20010881	Staffordshire County Council	Education & Childrens Services	20 Jan 2021
20010985	Staffordshire County Council	Education & Childrens Services	21 Jan 2021
20011360	Staffordshire County Council	Adult Care Services	28 Jan 2021
20011637	Staffordshire County Council	Adult Care Services	04 Feb 2021
20012364	Staffordshire County Council	Adult Care Services	17 Feb 2021
20012417	Staffordshire County Council	Education & Childrens Services	19 Feb 2021
20012458	Staffordshire County Council	Corporate & Other Services	19 Feb 2021
20012642	Staffordshire County Council	Adult Care Services	26 Feb 2021
20013018	Staffordshire County Council	Education & Childrens Services	05 Mar 2021
20013025	Staffordshire County Council	Education & Childrens Services	02 Mar 2021
20013586	Staffordshire County Council	Corporate & Other Services	11 Mar 2021
20013657	Staffordshire County Council	Education & Childrens Services	16 Mar 2021
20014126	Staffordshire County Council	Highways & Transport	24 Mar 2021
20014181	Staffordshire County Council	Education & Childrens Services	24 Mar 2021

Reference	Authority	Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
18011727	Staffordshire County Council	Education & Childrens Services	06-Aug-20	ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceFinancial	06-Nov-20	25-Nov-20	Remedy completed late
18013684	Staffordshire County Council	Education & Childrens Services	02-Sep-19	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	12-Dec-19	11-Feb-21	Remedy completed late
19000011	Staffordshire County Council	Adult Care Services	30-Sep-20	ApologyProvide information/adviceProvide services	25-Nov-20	27-Nov-20	Remedy complete and satisfied
19000950	Staffordshire County Council	Education & Childrens Services	20-Jul-20	Improved BinJ remedyApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Lo	29-Oct-20	21-Oct-20	Remedy not complete but satisfied
19004293	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	17-Dec-20	Remedy completed late
19004643	Staffordshire County Council	Adult Care Services	05-Jun-20	Reassessment	05-Aug-20	26-Aug-20	Remedy completed late
19008553	Staffordshire County Council	Environmental Services & Public Protection & Regulation	17-Mar-20	ApologyFinancial redress: Avoidable distress/time and trouble	16-Apr-20	24-Apr-20	Remedy complete and satisfied
19008804	Staffordshire County Council	Adult Care Services	06-Oct-20	Financial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide training a	03-Nov-20	04-Nov-20	Remedy complete and satisfied
19010912	Staffordshire County Council	Adult Care Services	26-Jun-20	ApologyFinancial redress: Avoidable distress/time and troubleProvide servicesProvide information/advice	27-Jun-20	07-Sep-20	Remedy completed late
19011306	Staffordshire County Council	Adult Care Services	03-Mar-20	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	30-Nov-20	17-Nov-20	Remedy complete and satisfied
19011904	Staffordshire County Council	Education & Childrens Services	22-Sep-20	ApologyFinancial redress: Avoidable distress/time and troubleAdd or Correct RecordsProvide training and	16-Dec-20	12-Jan-21	Remedy complete and satisfied
19012247	Staffordshire County Council	Highways & Transport	21-Sep-20	ApologyFinancial redress: Avoidable distress/time and troubleProvide training and/or guidance	23-Nov-20	16-Oct-20	Remedy complete and satisfied
19012601	Staffordshire County Council	Adult Care Services	14-Aug-20	Financial redress: Avoidable distress/time and troubleProcedure or policy change/reviewProvide training a	14-Oct-20	16-Oct-20	Remedy completed late
19012675	Staffordshire County Council	Adult Care Services	28-Jul-20	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	16-Sep-20	02-Oct-20	Remedy completed late
19012812	Staffordshire County Council	Adult Care Services	09-Oct-20	ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable LossProced	06-Nov-20	15-Feb-21	Remedy completed late
19013225	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20	Remedy completed late
19013231	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20	Remedy completed late
19013446	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20	Remedy completed late
19013470	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20	Remedy completed late
19013474	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20	Remedy completed late
19013610	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	11-Dec-20	Remedy completed late
19013721	Staffordshire County Council	Adult Care Services	29-Jun-20	ApologyFinancial redress: Avoidable distress/time and troubleFinancial Redress: Quantifiable Loss	17-Sep-20	10-Sep-20	Remedy complete and satisfied
19014232	Staffordshire County Council	Education & Childrens Services	29-Jul-20	ApologyNew appeal/review or reconsidered decisionProcedure or policy change/review	29-Sep-20	18-Dec-20	Remedy completed late
19014861	Staffordshire County Council	Education & Childrens Services	19-Aug-20	New appeal/review or reconsidered decision	11-Nov-20	13-Nov-20	Remedy completed late
19016081	Staffordshire County Council	Education & Childrens Services	23-Sep-20	ApologyFinancial redress: Avoidable distress/time and troubleProcedure or policy change/review	23-Dec-20	18-Feb-21	Remedy completed late
19016655	Staffordshire County Council	Education & Childrens Services	23-Sep-20	ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of serviceProcedure	23-Dec-20	13-Jan-21	Remedy complete and satisfied
19017142	Staffordshire County Council	Education & Childrens Services	04-Dec-20	ApologyFinancial redress: Avoidable distress/time and troubleFinancial redress: Loss of service	04-Mar-21	04-Mar-21	Remedy complete and satisfied
19017310	Staffordshire County Council	Education & Childrens Services	18-Jun-20	Financial redress: Avoidable distress/time and trouble	18-Jul-20	28-Aug-20	Remedy completed late
19020198	Staffordshire County Council	Highways & Transport	15-Feb-21	Provide services	15-Mar-21	16-Mar-21	Remedy complete and satisfied
19020303	Staffordshire County Council	Highways & Transport	22-Sep-20	Apology	20-Oct-20	09-Oct-20	Remedy complete and satisfied