

APPENDIX 2

LGSCO RECOMMENDATION 2019/20

- The Council should consider whether training is needed for officers responsible for care and support planning around autism and the duty to make reasonable adjustments. The Council should consider whether its policies and procedures relating to people who use services who are autistic and have associated mental health disorders is in line with best practice.
- To remind staff to allocate complaints to the appropriate officer in line with its complaints policy.
- To remind planning officers of the need to carefully check for existing homes (flats) within buildings when publicising planning applications for development in areas with a mix of planning uses. The Council agreed to change its working practices to ensure planning officers check and approve a worksheet showing the publicity and consultation on each planning application.
- To instruct relevant officers to consider representations at any time in the PCN process.
- To remind those dealing with Blue Badge applications which criteria to apply. The Council agreed to review its procedure and decision letters to ensure they tell applicants that if an applicant is not satisfied they may ask the Ombudsman to consider the matter.
- To arrange complaint handling training for all staff dealing with complaints about children's services.
- To arrange relevant training on reasonable adjustments and Equality Act 2010 for all children's services staff, social workers and managers who deal with the public.
- To produce internal guidance setting out the Council's approach to requests from parents to make audio recordings of meetings. This should include consideration of the Council's duties under the Equality Act 2010.
- To review its procedures for allocating complaints to officers to ensure complaints are not overlooked when staff members are absent.
- To review its complaints handling system, to ensure it is no longer possible for a complaint not to be progressed because the handling officer has left.