

Reference	Authority	Category	Subcategory	Received
23002200	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	09/05/2024
23014401	Slough Borough Council	Planning & Development	Enforcement-householder	05/06/2024
23016571	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	23/07/2024
23020998	Slough Borough Council	Benefits & Tax	Housing benefit	03/09/2024
24001543	Slough Borough Council	Corporate & Other Services	NULL	08/05/2024
24001976	Slough Borough Council	Housing	Allocations	15/05/2024
24002788	Slough Borough Council	Education & Childrens Services	Education Council: SEN	06/06/2024
24002891	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	06/09/2024
24003143	Slough Borough Council	Housing	Managing council tenancies	07/06/2024
24003272	Slough Borough Council	Planning & Development	Enforcement - other	09/06/2024
24003501	Slough Borough Council	Adult Care Services	Council: assessment	29/05/2024
24004549	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	04/07/2024
24004627	Slough Borough Council	Housing	Managing council tenancies	28/06/2024
24004675	Slough Borough Council	Housing	Homelessness	20/08/2024
24005574	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	30/09/2024
24006010	Slough Borough Council	Education & Childrens Services	Education Council: Alternative provision	19/07/2024
24006291	Slough Borough Council	Adult Care Services	Council: assessment	25/07/2024
24006316	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	25/07/2024
24006793	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/08/2024
24006814	Slough Borough Council	Highways & Transport	Highway repair & maintenance	03/08/2024
24007032	Slough Borough Council	Adult Care Services	Council: other	06/08/2024
24007074	Slough Borough Council	Benefits & Tax	Housing benefit	07/08/2024
24007272	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	19/08/2024
24007407	Slough Borough Council	Housing	Homelessness	19/08/2024
24007603	Slough Borough Council	Housing	Homelessness	20/08/2024
24008141	Slough Borough Council	Housing	Homelessness	08/08/2024
24008455	Slough Borough Council	Housing	Allocations	23/08/2024
24008803	Slough Borough Council	Benefits & Tax	Housing benefit	20/08/2024
24009060	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	30/08/2024
24009713	Slough Borough Council	Benefits & Tax	Council tax	07/09/2024
24009992	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/03/2025
24010130	Slough Borough Council	Housing	Council house sales	12/09/2024
24010457	Slough Borough Council	Education & Childrens Services	Education Appeal Panel: School admissions	18/09/2024
24010953	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	26/03/2025
24011098	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	26/09/2024
24011103	Slough Borough Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	27/09/2024
24011548	Slough Borough Council	Housing	Allocations	17/10/2024
24011626	Slough Borough Council	Planning & Development	Householder planning application	03/10/2024
24011804	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	03/12/2024
24011925	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	08/10/2024
24012622	Slough Borough Council	Planning & Development	Householder planning application	24/03/2025
24012654	Slough Borough Council	Education & Childrens Services	Education Council: SEN	18/10/2024
24012935	Slough Borough Council	Housing	Managing council tenancies	23/10/2024
24013088	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	24/10/2024
24013220	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	05/11/2024
24013928	Slough Borough Council	Adult Care Services	Council: charging	06/11/2024
24014922	Slough Borough Council	Planning & Development	Other planning application	21/11/2024
24014924	Slough Borough Council	Housing	Allocations	21/11/2024
24015269	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	28/11/2024
24015643	Slough Borough Council	Housing	NULL	04/12/2024
24015763	Slough Borough Council	Highways & Transport	Parking provision	05/12/2024
24016127	Slough Borough Council	Benefits & Tax	Council tax	12/12/2024
24016242	Slough Borough Council	Benefits & Tax	NULL	13/12/2024
24016306	Slough Borough Council	Housing	Allocations	13/12/2024
24016396	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	17/12/2024
24016505	Slough Borough Council	Housing	Council house sales	18/12/2024
24016540	Slough Borough Council	Highways & Transport	Parking provision	10/01/2025
24016571	Slough Borough Council	Education & Childrens Services	NULL	19/12/2024
24016983	Slough Borough Council	Housing	Housing-other	06/01/2025
24017003	Slough Borough Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	06/01/2025
24017155	Slough Borough Council	Education & Childrens Services	Education Council: Transport	07/01/2025
24017168	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	07/01/2025
24017337	Slough Borough Council	Housing	Managing council tenancies	08/01/2025
24017484	Slough Borough Council	Environmental Services & Public Protection & Regulation	Noise	20/01/2025
24018079	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	20/01/2025
24019967	Slough Borough Council	Benefits & Tax	Council tax	18/02/2025
24020035	Slough Borough Council	Benefits & Tax	Council tax	18/02/2025
24020046	Slough Borough Council	Environmental Services & Public Protection & Regulation	Dogs	26/02/2025
24020440	Slough Borough Council	Planning & Development	Enforcement-householder	25/02/2025
24020537	Slough Borough Council	Housing	Allocations	25/02/2025
24021479	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	12/03/2025
24022265	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	21/03/2025
24022733	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	26/03/2025
24023036	Slough Borough Council	Environmental Services & Public Protection & Regulation	Cemeteries and crematoria	28/03/2025

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
22016351	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	15/05/2024	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Improved BinJ remedy,Procedure or policy change/review,Provide information/advice to person affected,Provide training and/or guidance
23002200	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	30/01/2025	Upheled	fault & in	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance
23004484	Slough Borough Council	Adult Care Services	Council: assessment	08/03/2024	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance,Reassessment
23014709	Slough Borough Council	Housing	Allotments	29/07/2024	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Provide information/advice to person affected
23016571	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	14/01/2025	Upheled	fault & in	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance
23019275	Slough Borough Council	Benefits & Tax	Council tax	11/07/2024	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance
23020846	Slough Borough Council	Housing	Council house sales	01/07/2024	Upheled	fault & in	Apology,Financial Redress: Quantifiable Loss
24002891	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	31/03/2025	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Provide information/advice to person affected,Provide training and/or guidance
24004675	Slough Borough Council	Housing	Homelessness	27/03/2025	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance
24007407	Slough Borough Council	Housing	Homelessness	20/03/2025	Upheled	fault & in	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Improved BinJ remedy,Provide training and/or guidance

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
22016351	Slough Borough Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	14/05/2024	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service Improved B&J remedy Procedure or policy change/review Provide information/advice to person affected Provide training and/or guidance	15/08/2024	04/09/2024	Remedy completed late
23002200	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	30/01/2025	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Provide training and/or guidance	27/02/2025	27/02/2025	Remedy complete and satisfied
23004484	Slough Borough Council	Adult Care Services	Council: assessment	07/05/2024	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance Reassessment	08/08/2024	07/08/2024	Remedy complete and satisfied
23006513	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	05/03/2024	Apology Financial redress: Avoidable distress/time and trouble Provide services to person affected Procedure or policy change/review Provide training and/or guidance	05/06/2024	21/04/2024	Remedy complete and satisfied
23014709	Slough Borough Council	Housing	Allocations	28/07/2024	Apology Financial redress: Avoidable distress/time and trouble Provide information/advice to person affected	29/08/2024	20/08/2024	Remedy complete and satisfied
23016571	Slough Borough Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	14/01/2025	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Provide training and/or guidance	14/02/2025	26/02/2025	Remedy completed late
23019275	Slough Borough Council	Benefits & Tax	Council tax	10/07/2024	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance	12/08/2024	20/08/2024	Remedy completed late
23020846	Slough Borough Council	Housing	Council house sales	30/06/2024	Apology Financial Redress: Quantifiable Loss	29/07/2024	01/07/2024	Remedy complete and satisfied

Explanatory notes

A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).

Cases received

Cases with a recorded received date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Cases decided

Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.

Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.

Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <https://www.lgo.org.uk/your-councils-performance>

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.

These decision outcomes are included in the number of cases reported as **not for us / not ready for us** in the complaints overview section on the online map.

This decision outcome is included in the number of cases reported as **assessed and closed** in the complaints overview section on the online map.

Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.

These decision outcomes are included in the number of cases reported as **investigated** in the complaints overview section on the online map.

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

The following decision reasons are **satisfactory remedy decisions**, i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:

These decision reasons are included in the number of cases reported as **satisfactory remedies provided by the council** on the online map.

Upheld - Injustice remedied during organisations complaint processes

Upheld - fault & inj - no further action organisation already remedied

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. 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 23 April 2025 of a remedy achieved before 31 March 2025, 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.