



# Buckinghamshire Council

## Standards and General Purposes Committee

### Agenda Supplement

**Date:** Thursday 10 December 2020

**Time:** 2.00 pm

**Venue:** Via Video Conference: Accessible to members of the public at <https://buckinghamshire.publici.tv/core/portal/home>

Agenda Item	Time	Page No
<b>8 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN REPORT - PROGRESS REPORT</b> To consider the additional information, attached		<b>3 - 6</b>

Contact Officer: [simon.james@buckinghamshire.gov.uk](mailto:simon.james@buckinghamshire.gov.uk)

---

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

For further information please contact: Craig Saunders - [craig.saunders@buckinghamshire.gov.uk](mailto:craig.saunders@buckinghamshire.gov.uk).

This page is intentionally left blank



## Report to Standards Committee

**Date:** 10 December 2020

**Title:** Local Government and Social Care Ombudsman Report,  
24 July 2020: Home to School Transport Progress Report

**Author:** Lucy Pike

### Additional Information

The Local Government and Social Care Ombudsman has now confirmed by letter (dated 27 November 2020) and email (dated 2 December 2020) that they are satisfied the Council has addressed all of the recommendations in their maladministration report and have recorded a compliance outcome of ***Remedy complete and satisfied***.

No further action is required by the Council in relation to this case.

This page is intentionally left blank

27 November 2020

Mrs Rachael Shimmin  
Chief Executive  
Buckinghamshire County Council  
County Hall  
Aylesbury  
HP20 1UA

Your ref:

Our ref: **Redacted**

(Please quote our reference when contacting us and, if using email, please put the number in the email subject line)

**If telephoning please contact **Contact Officer details redacted****

**Email address: **Email address redacted****

Dear Mrs Shimmin

**Complaint by **DETAILS REDACTED****

Thank you for your emails of 20 and 25 November 2020.

We welcome the action your Council has taken following the report on **Name redacted** complaint. This letter is therefore to tell you formally we are satisfied with the Council's response in accordance with section 31(2) of the Local Government Act 1974.

We have recorded a compliance outcome of ***Remedy complete and satisfied.***

Yours sincerely

**SIGNATURE REDACTED**

Michael King  
Local Government and Social Care Ombudsman for England

This page is intentionally left blank