

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
3 June 2021	20 013 698	Adults	Council did not apply for Continuing Health Care funding for mother in law, Council unfairly started legal action to recoup debt.	No evidence of fault regarding the Council's decision not to apply for CHC funding, and the legal action is out of jurisdiction.
15 June 2021	21 001 363	Corporate	Council will not pay for repairs to car after it was damaged by a pothole.	It is reasonable to expect him to take court action for the compensation he seeks
24 June 2021	21 000 210	Childrens	Complaint about social worker and managers actions.	It is unlikely we could achieve a significantly different outcome than the Council's response to complaint and there are other bodies better placed.
30 June 2021	20 010 679	Corporate	Council damaged driveway when carrying out work to pavement. Offers to carry out repair work rejected by complainant.	Complainant can seek a remedy in court, directly or through her insurers, if she believes the Council caused the damage.
1 July 2021	21 001 628	Adults	Complaint that the council incorrectly refused to disregard a house owned by parents, when it financially assessed father in relation to care support fees	Complaint is made late and there are no good reasons to exercise the Ombudsman's discretion to look at it now. (Complainant told he could complain to Council in early 2019 – he chose not to).
20 July 2021	21 002 599	Childrens	Complaint about events that occurred in 2002.	Unlikely that we would be able to carry out a fair investigation into decisions made about complainant and her child's care in 2002.
23 July 2021	21 003 195	Childrens	Complaint about contents of a social work assessment.	The assessment has been subject to court proceedings.
16 August 2021	21 002 557	Corporate	Complaint about the Council's adoption of its Mineral Plan	No evidence of fault in the Council's decision-making process. LGSCO cannot consider the decision of the Planning Inspectorate.

FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY
1 June 2021	20 011 817 Page 1	Adults	Complaint about the outcome of an assessment of adult son's care and support needs completed in November 2020	There is evidence of fault by the Council. There was no evidential basis for the reduction to support hours.	During this investigation, Council reconsidered its decision and reinstated support hours. There is no further remedy required	
23 June 2021	19 019 681 Page 4	Adults	Complaint about the standard of care provided to his late mother at a Council commissioned care home, the visiting restrictions imposed on him by the care home, and the Council's safeguarding process which failed to uphold his complaints.	Fault and injustice	Apology Contract monitoring of care provider Reminders to staff	£650 (rejected by complainant)
23 July 2021	20 007 088 Page 18	Adults	Complaint about the Council's refusal to obtain an independent valuation of jointly owned property when assessing his contribution towards residential care home fees.	The Council was at fault by not obtaining a valuation of assets. The Council has agreed an appropriate remedy.	Apology Arrange independent valuation share of the jointly owned business. The valuation obtained should inform a revised financial assessment.	
11 August 2021	20 011 879 Page 21	Childrens	Complained about how the Council considered complaint under the children's statutory complaint procedure in relation to its actions towards his grandchild's care following the death of their mother.	Failure to carryout health assessment within statutory timescales, not picked up by investigation.	Apology Remind staff about timeliness of health assessments for looked after children.	
17 August 2021	20 013 881 Page 27	Adults	Council wrongly assessed mother as having 'notional capital' to pay for care following a series of gifts and a property transfer she made between 2014 and 2017.	Upheld – Council not taken account of all relevant matters.	Apology Reassessment of decision Briefing to staff	£250
23 August 2021	20 009 398 Page 35	Childrens and Adults	Complaint about poor transition planning	Transition work progressed as well as it could, given	Apology Consider the	£300

			for daughter when she moved from children's to adult support services, including the withdrawal of support services.	pandemic, needs were met throughout by support services or by family. Some confusing communication and some criticism of complaint handling.	lessons it could learn in terms of joint working between its children's and adults teams, and how it will ensure that complaints about children's services are considered using the children's statutory process.	
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