

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
24.11.23	23010829	Corporate	The complaint is about how the Council dealt with the review of a child's Education Health and Care plan	Ombudsman will not investigate because the complainant has used their right of appeal to a tribunal and further investigation into separable matters would not lead to a different outcome
22.11.23	23012015	Corporate	The complaint is about the Council's decision to charge Mr X for additional road markings outside his property.	Ombudsman will not investigate complaint as it is late and there is insufficient evidence of fault in its decision to charge him for additional markings
22.11.23	23012015	Adults	Ms B says the Council failed to act correctly when she raised concerns about suspected abuse and neglect of her grandmother. Ms B says the Council did not respond in a timely manner and did not explain why it closed the safeguarding referral	Ombudsman will not investigate this complaint as there is not enough evidence of fault to justify investigating. The evidence shows the Council correctly completed a safeguarding enquiry and gave the complainant the outcome
07.11.23	23010671	Childrens	Ms X said a man sexually abused her from the age of 15 and that our previous investigation failed to see this	Ombudsman will not investigate this late complaint about child protection. There is no good reason to exercise discretion to investigate the matters alleged as Ms X was able to complain to us more than a decade ago.

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
15.11.23	23001921	Adults	Ms B complains about the care and treatment provided to her mother, Mrs C, by a Care Home (acting on behalf of NCC) and the Family Medical Centre. She states the care home and Practice failed to take appropriate action when her mother became unwell. She says care home staff failed to report that Mrs C had suffered two falls. There were errors by the GP practice too	Fault found with the care provided to Mrs C by a GP Practice and a care home. This leaves her daughter, Ms B, with significant uncertainty as to whether the outcome of Mrs C's care might have been different with appropriate care.	Apologise to Ms B for the failure of the home to take swift action and pay Ms B £400 for the distress	£400	Apology and payment will be made before Xmas 2023
23.11.23	23003239	Adults	Mrs X complained about the Council's actions when her child, D, who is disabled, moved from children's to adult social care services. The Council gave Mrs X wrong	Fault found. The Council was found at fault for not giving correct information about redundancy payment for the PA,	The Council agreed to apologise, pay a financial remedy to the family, and cover the cost of any financial loss caused to Mrs X by the wrong information it provided. It will also review relevant policies and	£2300	Will all be completed by February 2024. The apologies and payment will be completed by Xmas 2023

			information about direct payments, failed to keep her updated, and delayed its transition assessment for D which caused a gap in care and support.	there were delays in assessments and providing support for Mrs X and Mrs X was left with no provision.	procedures, and issue guidance to its staff		