

## APPENDIX 1

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF/ANNEX PAGE No.	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
2.10.19	19 007 448 page 8	CORPORATE	Highways maintenance	Out of jurisdiction
5.10.19	19 007 589 page 10	CHILDREN'S	Council's response to subject access request	Matter for the ICO - out of jurisdiction
15.10.19	19 007 811 page 20	CORPORATE	Failure to remove a tree from outside home	Unlikely to find fault
22.10.19	19 008 067 page 27	ASCH& PP	Change to council policy and financial assessment as leaves service user with insufficient money	Unlikely to find fault
25.10.19	19 008 225 page 42	ASCH&PP	Change to council policy and financial assessment leaves service user with insufficient money	No evidence of fault

### FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY
27/09/19	18 016 318 Page 1	ASCH& PP	I) council policy change resulting in increase in financial contribution II) process to implement changes to policy and management of complaint	I) <b>NO FAULT FOUND</b>  II) <b>FAULT</b> Lack of notice about changes and delay in sending a full response to all issues	Letter of apology Explain how council decides hardship Whether husband's Reimburse 6 weeks of contributions	<b>TOTAL £1209.08</b>  <b>£500</b> Distress/uncertainty <b>£709.08</b> Reimbursed
08/10/19	18 016 966 Page 12	ASCH&PP	Council reduction to care package so no longer has sufficient support	<b>NO FAULT</b> Council had completed an assessment which met service user's needs		
14.10.19	18 019 993 Page 17	ASCH&PP	Council policy resulting in increased financial contribution	<b>NO FAULT</b> in Council's actions to change policy		

17.10.19	18 013 338 Page 22	ASCH&PP	Council did not tell son about care charges when his mother entered care home and wrongly charged for care	<b>FAULT</b> Council failed to provide important information and took too long to carry out financial assessment	Apology and financial remedy. Provide staff guidance about what to record in case records. Provide families with information about fees and charging during the assessment process. Aim to complete a financial assessment within 28 working days	<b>£300</b> for distress and uncertainty
24.10.19	18 017 296 Page 29	ASCH&PP	I) delay in assessment of needs, II) underestimated severity of needs III) failure to provide suitable accommodation IV) officers have been rude and unprofessional	I) <b>FAULT</b> leading to uncertainty/distress II) <b>NO FAULT</b>  III) <b>NO FAULT</b>  IV) <b>NO FAULT</b>	Apologise for the delay in providing the assessment and financial remedy	<b>£200</b> for Distress, time and trouble
28.10.19	19 005 448 Page 44	CORPORATE	Conduct of independent school admission appeal hearing	<b>FAULT</b> Panel did not properly engage with specific grounds of appeal causing uncertainty about original outcome	As parent did not want a fresh hearing, the recommendation asked the Council to apologise in recognition of injustice found. <b>Lessons</b> Council holds annual review meetings with appeal clerks and panel members and training sessions. These will be used to remind clerks and panel Members of the need for sensitive questioning and to engage with key grounds for appeal.	

01.11.19	19 003 106 Page 49	CHILDREN'S SOCIAL CARE	Council found fault in the way allegations against a professional was conducted and offered a financial remedy. Complainant felt council should offer more for loss of earnings.	<p><b>NO FAULT</b> With council's decision regarding potential loss of earnings and financial remedy offered for time and trouble and delay</p> <p><b>FAULT</b> With financial remedy offered for distress</p>	Recommended increase of remedy for distress by £1000	<b>TOTAL FINANCIAL REMEDY £4,073.58.</b>
13.11.2019	18 016 699 Page 55	CHILDREN'S SOCIAL CARE	Council's refusal to accept complainants to progress through process to become adoptive parents	<b>NO FAULT</b> found In council's decision making		
14.11.2019	19 003 954 Page 59	CHILDREN'S SOCIAL CARE	Council failed to investigate an allegation against a professional in a fair and timely way	<p><b>FAULT</b> No evidence complainant was involved in process in 2013 and had no opportunity to challenge this at the time or at the time of further allegation in 2018/19</p>	<p>Apology for failure to alert complainant to allegations in 2013. Allow complainant to challenge allegations made in 2013 and advise whether there are similarities between allegations in 2013 and 2018/19 Financial remedy</p> <p>Review of procedures to reflect findings and inform ombudsman of outcome within 2 months</p> <p><b>Lessons</b> Council to ensure people subject to LADO investigations receive as much information as early as possible</p>	<p><b>£700</b> For distress</p>