

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
06.09.21	21 004 110	Adults	Complaint about charging for a contribution to care costs.	Will not investigate – Council actions have not caused an injustice.
13.09.21	20 010 634	Adults	Complaint about how and where the Council decided his father should receive care after he fell and broke his pelvis. Also complained the Council wrongly decided his father deprived himself of assets to reduce the fees he had to pay towards his care.	The Council was not at fault.
4.10.21	21 006 742	Corporate	The complainant unhappy with the way the Council dealt with her child's need to change schools	We cannot investigate Ms X's complaint about what happened inside a school. We will not investigate her complaint about Council support whilst her child was out of school as it is unlikely we would find fault.
8.10.21	21 005 110	Childrens	The complainant complains the Council will not provide information about his adult son, and that the Council failed to respond to his correspondence in 2019.	Will not investigate Mr X's complaint about the Council's response to his request for information about his adult son. This is because we could not add to the response already provided via the Council's investigation. We will not investigate complaint about the Council's failure to respond to correspondence in 2019. It is late and there are no good grounds to exercise discretion to consider it now.
5.10.21	21 006 191	Corporate	Decision not to provide her son with free transport to school.	Ombudsman will not investigate because there is not enough evidence of fault by the Council.
8.10.21	21 007 676	Childrens14.10.221	Complaint about the actions of social services at the time the Council took his children into care and afterwards	We will not investigate this complaint about the Council's actions concerning Mr X's children in 2018 and 2019. The complaint is late and there is no good reason to exercise discretion to investigate it now.

FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	Status of Agreed Action
14.10.21	20 008 978	Adults	Complaint about the residential care provided at The Old Rectory, to her late father who received significant injuries. These injuries triggered an alert to the Police and a safeguarding investigation. The care was provided by M & M Care Limited and commissioned by the Council.	Complaints about the residential care commissioned by the Council upheld	Apologies Ensure that, when a safeguarding enquiry involves someone placed by the Council, it follows up to ensure it is involved where appropriate. It should also ensure it receives information about what happened to the person to enable it to properly support the person and their family		Apologies and explanation offered (27.10.21). ASCH to remind workers to follow up on out of county safeguarding enquiries.
14.10.21	20 012 648	Corporate	Complaint about the Council's decision that she did not qualify for an offer to use Short Breaks funding for her daughter that could not be used because of the COVID-19 pandemic to buy equipment for her instead.	Some fault in the information provided about the scheme and in the way the Council considered this case.	Council to approve payment for some of the equipment bought.		Complainant has been asked to provide appropriate receipt. Before approval made.