

APPENDIX A

THERE WERE NO CASES WHERE DECISIONS WERE MADE NOT TO INVESTIGATE FURTHER AND THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
15.02.2023	22008374	Corporate	Complaint by Mr X who says the Council failed to Review Y's EHCP following the family's move into the Council's area; follow the right EHCP process and remove Y from the school's roll in a timely manner.	The Council was at fault in failing to provide suitable education and deliver provisions for a number of months, it was also found at fault for not issuing the EHCP within timescales.	The Council agreed to the Ombudsman's apologise to Mr X for the injustice caused to him and Y by the faults identified and pay for the 4.5 months where there was a lack of provision, refund for the counselling sessions arranged by Mr X and also a payment to recognise the distress	£3397	Actions will be completed by mid March 2023
13.02.2023	22003087	Adults	Mr C complains the Council moved his late mother, Mrs D, without his knowledge, without considering more cost effective	The Ombudsman stated the Council is not at fault for Mrs D's initial move to a care home. The Council is at fault however for failing to	The Council should apologise to Mr C and pay him £300 in recognition of the time, trouble and uncertainty. Revisit and complete training with staff about completing and	£300	Actions will be completed by mid March 2023

			options, and her best interests.	properly consider whether it was in her best interests to remain at the care home	recording best interest decisions		