

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
03.05.23	22018131	Corporate	Complaint about noise and vibrations caused by alleged defects in the highway outside the complainant's house. This is because the complaint does not meet the tests in our Assessment Code on how we decide which complaints to investigate. There is not enough evidence of fault in the way the Council considered the complainant's concerns, and it is reasonable to expect him to use the alternative court remedies which are available	Ombudsman will not investigate because there is not enough evidence of fault in the way the Council considered the complainant's concerns, and it is reasonable to expect him to use the alternative court remedies which are available
28.4.23	23001135	Corporate	complaint about the conduct of a councillor	Ombudsman cannot investigate complaints from public bodies
24.04.23	22017761	Corporate	Mr X complained the Council misrepresented his psychological state in its presentations to court 13 years ago. He says this impacted his life significantly, and he chose not to have further children due to events. He wants an apology and compensation.	The Ombudsman cannot investigate what happened in court 13 years ago.
04.05.23	22000894	Corporate	Miss X says her car suffered damage due to a pothole on a road maintained by the Council. She would like the Council to reimburse her for the new wheels purchased to remedy the damage..	Ombudsman will not investigate this claim for damages as it is reasonable to expect Miss X to go to court to determine the Council's liability.
24.04.23	22017904	Corporate	Miss B's complaint is that the school admission appeal panel unfairly decided her appeal regarding a place for her son at her preferred primary school.	The Ombudsman do not have reason to investigate Miss B's complaint. This is because the Council has now taken satisfactory action to deal with this matter by agreeing to hold a fresh appeal.

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

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DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
24.4.23	22012177	Adults	Ms Y complained the Council failed to pay her son, Mr X, the correct amount of money to allow him to commission his care through direct payments and delays to care provided.	Fault found in how the Council administered the direct payments and as a result underpaid Mr X	The Council should write to Mrs C apologise to Mr X and Ms Y; pay them £100 each in recognition of the frustration they experienced due to the Council's faults; pay Mr X the amount of personal budget he should have received between 1 April 2022 and now; It should pay Mr X any shortfall; for when Mr X should have been receiving 19 hours rather than the documented 18hours and amend Mr X's care and support plan. Also the Council must remind relevant staff that when there is a change to a person's care arrangements, including the amount	£1504	Actions completed waiting for Ombudsman to sign off

					of care they receive or the value of their personal budget, they should update the care and support plan without delay		
26.04.23	22013536	Childrens	Mrs X complains about the way the Council handled her daughter's Education, Health and Care Plan and caused delays	The Council was at fault for the delays, failing to communicate with Mrs X and failing to secure the provision specified. This caused frustration and distress to Mrs X and meant her daughter did not get the educational provision she should have	The Council must pay for the 15months of provision lost as well as distress payment and ensure the SALT and OT provisions included in the EHCP are in place. A review of issuing review letters within 4 weeks and issuing final EHCPs within timescales is to be completed	£4500	Actions are underway and the one month actions will be completed on time along with the required actions after 2 months