

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
10.3.22	21 008 591	Children	Complaint that Council wrongly sanctioned surgery for a looked after child when it was a matter for the courts	Ombudsman cannot investigate or override any issues where there are court proceedings
11.3.22	21 016 548	Corporate	Complaint that the council shouldn't remove parking spaces at a station	Ombudsman could find no injustice in the decision to remove spaces in order to ease access for local authority approved planning permission for development

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
11.2.22	21 000 697	Childrens	Failure to follow process when reviewing Education, Health and Care Plan (EHCP)	Fault found in how we carried out the review, did not invite social workers, how it assessed what provision was to be made for the child	Review how it conducts annual EHCP reviews and with whom, its preparing for adulthood transition policy and apologise to both the parents and the young person.	£300 for distress £400 for the 2 months where Miss Y was without short breaks provision	Apology and financial redress paid. Policies being reviewed and update to be sent to Ombudsman by May
18.3.22	21 006 708	Corporate	Couldn't apply for blue badge as can't fill out forms or use online. He tried in 2018 and had no success and why no change since then	Fault found in how we initially dealt with Mr A however the following day we had adapted our policy which helped Mr A	Apology and review policy to consider all disabilities to make it easy to apply	N/A	Already completed as acknowledged by LGO