

## APPENDIX A

### DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF/ANNEX PAGE No.	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
12.02.2020	19 015804 Page 12	Childrens	Council has refused to pay £30 for helping his former partner move home. Alleged treatment by social worker	Insufficient evidence of fault or injustice
04.03.2020	19 014753 Page 21	Adults	Complaint about management od safeguarding alert.	Unlikely we would find fault by the Council.
2.04.2020	19 019 794 Page 27	Childrens	Circumstances in which children placed in care.	Cannot investigate matters relating to a decision made in court.
05.05.2020	19 021 010 Page 40	Adults	Quality of residential care	Complaint late and no reason it could not have been made much sooner.
25.06.2020	19 011 418 Page 54	Childrens	Inaccurate report for court and lack of safeguarding investigations.	Part of the complaint relates to matters which were put before the courts – LGSCO cannot investigate. Council has not had an opportunity to respond to the other matters.
09.09.2020	20 002 528 Page 80	Childrens	Child placed with father and ignoring reports that child at risk.	Matters are subject to legal proceedings and because there is insufficient evidence of fault by the Council

### FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY
06.02.2020	19 007722 Page 1	Adults	Father complaining on behalf of adult son. Council charging too much for care provided. Son cannot afford to pay.	<b>No fault by the Council.</b>	None	
10.02.2020	19 004080 Page 5	Adults	Complaint by daughter - poor standard of domiciliary care. No improvement despite complaints. Should not have to pay for inadequate services.	<b>Upheld</b> Council should have taken robust action to address issues and monitor ongoing quality of care provided by agency.	<ul style="list-style-type: none"> <li>• Apology</li> <li>• review of care needs and support plan</li> </ul>	Refund of 50% contributions £2324.83 and £500 for time and trouble

					<ul style="list-style-type: none"> <li>Monitor the care agency's performance</li> </ul>	making complaint
21.02.2020	19 000929 Page 14	Adults	Reduction in support package in Sept 2018 not in line with statutory guidance and with insufficient explanation	<b>Fault found</b> in the way the Council reduced the support package as it was not done in line with the statutory guidance. The assessment did not clearly explain what the changes in need or circumstances were that led the Council to conclude that the support package should be reduced.	Reinstatement of care package and apology	
09.03.2020	19 014 250 Page 23	Childrens	Complaint about re-calculation of Special guardianship allowances i)Why the Council retrospectively reduced the allowance paid to Mrs G between January and April 2017. ii)Why the Council has not allowed for birthday and festive allowances which are paid to foster carers.	<b>Fault found</b> Council did not consider if it should have non means tested SG allowance for 2 years, or explained about allowances.	Council had already agreed to offer remedy: recalculation of allowance and pay birthday and festivities allowance for 2 year period.	
03.04.2020	19 011 110 Page 29	Childrens	Council failed to provide services and support to child, who has severe disabilities and a life-limiting condition, and also to complainant in his role as a carer.	<b>Fault found:</b> failure to arrange provision outlined in EHC plan between Sept 18 and March 19; failure to father carers assessment; failure to properly investigate complaint.	Financial remedies and apologies. Review of complaints procedure and policy on parent carers needs assessments	£3,900 for loss of opportunity – to be used for educational benefit. £350 for time and trouble
11.06.2020	19 011 813 Page 42	Childrens	Parents complain Council delayed in changing daughters Education and Health Care Plan.	<b>Fault found</b> significant delay resulting in lack of provision and worsening mental health.	Apology, payments to young person and her parents. Provision of information to LGSCO about other children affected and any continuing backlog	£2,500 to young person, £250 for time and trouble
22.06.2020	19 016 569 Page 48	Childrens	Incident in school not properly investigated. Complaint incorrectly handled.	<b>Fault found</b> Council refused to investigate at stage 2 of the statutory process.	Stage 2 complaints investigation to be carried out.	
22.06.2020	19 008 583	Childrens	Handling of safeguarding referrals	<b>No fault</b>		

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28.07.2020	19 007 570 Page 56	Adults	Council assessed contributions towards cost of care without taking into account her expenditure.	<b>No fault</b>		
5.8.2020	19 007 602 Page 59	Adults (Joint investigation with Health Ombudsman)	Complaint about care and treatment received from Nottinghamshire Healthcare NHS Foundation Trust, Nottingham City Council on behalf of Nottinghamshire County Council and Nottingham City Clinical Commissioning Group between July 2016 and September 2017.	<b>No fault by Council</b> Some by Trust	None	
05.08.2020	19 009 087 Page 66	Corporate	Council arranged for the resurfacing of a right of way, they narrowed it and moved it closer to property. Action was taken without the proper procedure to change the route of the right of way. An area of complainants land was re-surfaced by the Council's contractor, removing a flood defence he had built.	<b>No fault</b>		
07.08.2020	19 021 076 Page 69	Corporate	Council will not allow a tree surgeon to scale a tree outside complainants' property and remove overhanging branches. Resulting bird faeces are hazardous and falling branches are damaging his car.	<b>Fault</b> Council had blanket policy and failed to consider if work could be done in this case.	Reconsider decision not to allow complainant to engage tree surgeon.	
07.09.2020	19 012 117 Page 72	Adults	Son complaining on mother's behalf that Council wrongly charging for her care; i) told him care would be free for the first six weeks. ii) should have carried out a review after the first six weeks Had it done so, the Council would have cancelled the care. iii) delayed in cancelling the care.	<b>Fault</b> i) no records about what was said but contributions already waived. ii) No review carried out at 6 weeks according to procedure. iii) not upheld Delay in responding to complaint.	Apology, waive half outstanding contributions, review procedures.	Fee waiver
07.09.2020	19 012 777 Page 76	Adults	Cost of contribution to care package	<b>No fault</b>		

