

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF/ANNEX PAGE No.	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
3.11.2020	20 004 943, P 12	Adults	About care late father received and charging for the care.	Complaint late - no good reason to disapply the law.
5.11.2020	20 005 683, p14	Corporate	Employment /personnel matter	Out of jurisdiction
12.11.2020	20 004 333, p 26	Corporate	Approval to extend neighbours access driveway	Compliant late – no good reason to consider it now, unlikely to find fault.
13.11.2020	20 003 546, p28	Corporate	Delay in referring map modification order to Planning Inspectorate	Complaint withdrawn as referral now made.
23.11.2020	19 017 521, P 34	Childrens	Complainant cannot have unsupervised contact with her grandchildren	Insufficient evidence of fault by Council and an investigation would not lead to a different outcome.

FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY
02.11.2020	19 006 810, P1	Adults	Detailed complaint about quality of residential care arranged for complainant's father	Fault with actions of care provider and as the council commissioned the care it is responsible.	Apology, Council and care provider to ensure it has made required changes.	£400 for distress and delay in provider responding to complaint.
06.11.2020	19 011 791, P15	Childrens	A number of complaints about the handling of a child protection referral.	Some fault by the Council – delay in sending the minutes of a strategy meeting, not escalating the complaint to stage 2 of the process, not asking if complainant needed reasonable adjustments.	Apology; ensure customers have the opportunity to identify any adjustments they might need.	£450
09.11.2020	19 020 882, P 20	Childrens	Processes and information in two child and family assessments	Council not at fault		
19.11.2020	19 020 842, p30	Adults	Way in which Council is meeting his care needs, and how it calculated his	Evidence of fault in relation to the financial assessment.	Council invite complainant to provide evidence if he pays for night time support	

			financial contribution to the care received.		and consider if it should treat this as DRE. Ensure complainant knows how to access emergency response service.	
27.11.2020	19 013 173, P 36	Adults	Council was wrong to decide complainant's mother-in-law deprived herself of assets to avoid paying care fees.	Fault in pursuing debt without a mental capacity assessment re ability to make financial decisions.	<ul style="list-style-type: none"> • assess Mrs D's capacity re financial decisions; • consider if injustice has been caused; • write to complainant to confirm what action it will take regarding debt • remind staff of the importance of completing capacity assessments when there is doubt about a person's capacity. 	