

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
04.12.24	24012688	Corporate	Mrs X complains about the Council's role in safeguarding proceedings involving her adult daughter. She says the Council's actions have caused significant damage and distress to her daughter and the rest of the family. Mrs X wants a public inquiry into the handling of her daughter's case.	The Ombudsman did not investigate because these matters are the subject of court proceedings and we therefore have no jurisdiction to investigate.
06.12.24	24006215	Corporate	Miss X, complains that in May 2023 her daughter (Y) was touched inappropriately by an older child at a holiday club. Miss X believes the Council was responsible for this, as the perpetrator was a looked-after child and the Council was responsible for placing him in the club.	The Ombudsman did not investigate because it was outside the timescales considered reasonable to investigate.
09.01.25	24012098	Corporate	Ms X complained the Council holds information about her it should not. She says the Council has wrongly shared the information and it continues to negatively impact her life.	The Ombudsman did not investigate this complaint about data the Council holds about her because The Information Commissioner's Office is better placed to consider her complaint.
12.12.24	24010339	Corporate	Mrs A and Mrs B complain on behalf of their cousin, Mrs D. They say the Council and NHS Foundation Trust (the Trust) wrongly decided Mrs D should return home on discharge from hospital.	The Ombudsman did not investigate because they cannot achieve the outcomes they seek which was to backdate the 12-week property disregard (which they later agreed) to the date of discharge. They would also like the Council and Trust to reimburse the costs Mrs D paid to the care home
14.01.25	24012403	Corporate	Mr B says the Council has failed to properly investigate a safeguarding concern and not	The Ombudsman did not investigate this complaint about adult safeguarding because

			taken account of relevant information and evidence before deciding. Mr B is disappointed and feels there is a slur on his character	there is not enough injustice to the complainant to justify involvement
13.01.25	24011659	Adults	Mr X complained that the Council has not conducted an adequate care assessment for Mr Y, his father. Mr X also believes his father is eligible for Council funding but says the Council has not carried out a financial assessment.	The Ombudsman did not investigate this complaint because the Council has completed an assessment and explained its decision. It is unlikely we would find fault

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
29.01.25	24004036	Corporate	Ms C complained the Council failed to provide their child, D, with access to a fulltime education during years nine and ten of their education (the academic years 2022/23 and 2023/24). Ms C said as a result D missed	Fault found as the Council did not show enough engagement with D's case. The case records did not show: <ul style="list-style-type: none"> • there was ever a recognisable integration plan or re-integration plan for D to 	The Council agreed to apologise, provide a written apology to Ms C accepting the findings of this investigation <ul style="list-style-type: none"> • offer again a symbolic payment of £1900 to Ms C, which was offered previously 	£1900	Will be completed within 20 working days

			a significant portion of their education, feeling unsupported during this time	<p>return to education</p> <ul style="list-style-type: none"> • any consideration of D's case at a Vulnerable Children Education Commissioning Panel. • no alternative provider was sought nor was the school asked when they knew D wasn't accessing provision in Spring 2024 Fault found with the Council's record keeping. 			
15.01.24	24000894	Corporate	Mr X complained the Council failed to properly consider its duty to provide alternative education provision for his child, Z, and failed to put in place school transport	The Council was not at fault in how it considered and later arranged alternative provision. However the Council did provide incorrect information to Mr Z through its complaint response which implied it had not properly considered its	The Council has agreed to apologise for the uncertainty this caused to Mr X and issue reminders to its complaints officers to prevent recurrence of the fault in future	£0	Apology letter completed and the reminders being communicated through meetings and emails this month

				education duties to Z			
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