

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF/ANNEX PAGE No.	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
4.12.2020	20 006469, p1	Childrens	Council failed to tell complainant about an assessment of his child it carried out, and council formed a negative view of him.	Outcome he seeks is one more appropriate for a court and it would be reasonable for him to return there.
17.12.2020	20 008 040, p18	Adults	Council refused to enter into a third party top-up agreement relating to brother-in-law's care.	Late complaint - no good reason complainant did not bring his complaint to the Ombudsman sooner

FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY
11.12.20	19 017 394, p3	Adults	Council reduced care and support hours by four hours a week; although allowed an increase in disability related expenditure did not backdate it to the correct date.	No fault in the reduction in care and support, some other errors, each "relatively minor", but with potential to cause anxiety due to complainants disability.	<ul style="list-style-type: none"> • Backdate DRE • Apologise for faults • Confirm in writing error in direct payments resolved. 	£100 as token recognition of distress
12.12.2020	20 000 657, p9	Adults	Council failed to complete adaptations to mother's property before sending her home with a care package. She is struggling to cope at home and this is affecting her health and wellbeing.	No fault by the Council		
14.12.2020	19 021 240, p13	Adults	Council's decision to reduce his package of care support even though his needs have not changed. He says this has left him struggling to manage and relying more on his parents.	There was no fault in the way the Council reassessed complainants care needs and reduced his support hours.		