

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF/ANNEX PAGE No.	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
9.03.21	20 010 453, p1	Corporate	Refusal to apply an extinguishment order to a section of the highway	Insufficient evidence of fault which would warrant an investigation
15.03.21	20 009 674, p14	Childrens	Complaint about the handling of a child protection case.	Complaint to LGSCO late , and in any event about issues decided by court.
18.03.21	20 011 954,p16	Childrens	Council at fault in refusing to cease Child Protection Plans	Cannot achieve the outcome the complainant wants
23.03.21	20 012 257, p18	Corporate	Council has refused to accept liability for damage caused to car after hitting a pothole.	It is reasonable to expect complainant to resort to court action for the damages sought.
14.04.21	20 007 846, p20	Childrens	Council wrong to start Child Protection investigation in 2017	Complaint is made late and there is no good reason to investigate it now
6.05.21	20 013 542, p43	Adults	Complaint about bill for a care service	Complaint is late and there is insufficient information for us to reach a safe enough conclusion now

FULL INVESTIGATIONS

DATE	LGO REF ANNEX PAGE No	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY
10.03.21	19 015380, p3	Adults	4 specific issues in relation to case management and service provision	One complaint upheld - about poor communication.	Apology	
10.03.21	20 004405, p 10	Childrens	Council failed to ensure a stage three panel had the relevant information before it reached its conclusions on the complaint.	No fault		
26.04.21	20 005302, p22	Adults	Lack of clear explanation about the contribution for the cost of a residential care home	Lack of written follow up and explanation was fault.	Apology	£350 for time trouble and uncertainty
26.04.21	20 006857, p28	Adults	Council delayed dealing with complainants sister's request to move care homes.	Fault found: Failure to review needs regularly, assessment did not properly consider wishes and feelings of service user,	Apologies to service user and complainant,	£300 to service user, to acknowledge

				did not properly investigate options, council pursued option of service user living with the complainant unreasonably,	payments to each of them. Review of processes and guidance to staff, Mental Capacity Act training.	frustration and uncertainty, £2,000 to complainant to acknowledge frustration, and additional strain placed on her in caring for sister for significantly longer than she anticipated.
4.05.21	20 009334, p38	Adults	Council failed to consider all relevant information when deciding complainant's mother deliberately deprived herself of assets in order to avoid the costs of care.	No evidence of fault in the way the Council reached its decision		