

APPENDIX 2

COMPLAINT REPORT FOR CHILDREN & YOUNG PEOPLE'S SERVICE - 1 APRIL 2013 TO 31 MARCH 2014

Contact Officer: Dan Kennedy / Ian Anderson
Telephone: x0495 / 7335

PURPOSE OF THE REPORT

Using feedback from residents to improve services is a key element of putting our residents first in Hillingdon. This includes feedback in the form of complaints.

This Council aims to make it as easy as possible for people to provide feedback and aim to resolve all complaints at the earliest opportunity. Our complaint procedure is designed to ensure that complaints are dealt with openly, flexibly and in a timely way. Learning from complaints is used to drive up customer satisfaction and make service improvements.

This report provides information and analysis of complaints and Members Enquiries received between 1 April 2013 and 31 March 2014 for Children & Young People's Service (including Education Services) and satisfies the requirements to publish annual information about complaints.

OPTIONS OPEN TO THE COMMITTEE

1. Discuss and comment on the annual report and use the report to inform their overview activities
2. Note the contents of the annual report
3. Highlight any concerns with the relevant Cabinet Member

SUMMARY OF ANALYSIS

Children and Young People's Service (See annex 1)

- The number of Stage 1 complaints registered for the past three years remains broadly similar when comparing 2011/12 of 56 with 2012/13 of 59 and 2013/14 of 58.
- Of the 58 Stage 1 complaints registered in 2013/14, 6 (10%) were upheld, 13 (23%) were partially upheld and 39 (67%) were not upheld.
- The average time taken to conclude a Stage 1 has been reduced from 15.9 working days in 2011/12 to 10.1 working days in 2013/14. This is a significant improvement when compared with previous years and almost meets the 10 working day target.

APPENDIX 2

- 3 complainants complained direct to the Local Government Ombudsman – all three complaints were not upheld.
- The number of compliments recorded for 2013/14 of 33 represents a significant increase when compared with 2011/12 of 7 (more than 4 times higher).

Education Services (See annex 2)

- The number of Stage 1 complaints registered for 2013/14 of 7 represents a 46% decrease when compared with 2011/12 of 13. None of the 7 complaints were upheld.
- The average time taken to conclude a Stage 1 complaint has been reduced from 9.15 working days in 2011/12 to 8 working days in 2013/14. A consistently high performing area.
- There were two Stage 2 complaints both of which escalated to Stage 3. At Stage 3, one complaint was withdrawn as the child was offered a place at their preferred school and the other complaint was partially upheld.
- One complainant complained direct to the LGO but their complaint was not upheld.
- 1,618; 1,401 and 1,501 telephone enquiries about Education Services were received in 2011/12, 2012/13 and 2013/14, respectively. These enquiries were, in the main, about school waiting lists, In-Year admissions to a school and accepting an offer of a school place.

Members Enquiries (ME's) (See annex 3 – page 21)

- Children & Young People's Services received 39 enquiries from Members for 2013/14 which is broadly similar with previous years - 2011/12 of 41 and 2012/13 of 44.
- Education Services received 55 enquiries from Members for 2013/14 which is a significant decrease when compared with 2011/12 of 118 and 2012/13 of 113.

BACKGROUND INFORMATION

1. The Council's Vision

The Council's vision is about 'putting our residents first'. We do this by working closely with customers/residents and listening to their views including through complaints, resolving these as soon as possible and using their feedback to prevent similar complaints for the future.

2. What is a Complaint?

In general terms a complaint can be considered as:

APPENDIX 2

“an expression of dissatisfaction by telephone, personal visit or in writing, about the standard of service, actions or lack of action by the Council or its staff affecting an individual or group of customers.”

3. How Can People Complain?

Complaints can be made in person, by telephone, in writing, by fax, via our website or email, either directly to the service area, Contact Centre or to the Complaints and Service Improvement Team.

4. The Complaints Procedures

Complaints made by children or on their behalf are governed by the Children Act 1989, Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No. 1738).

Complaints about education services or schools are governed by the Education Act 2002.

5. The Informal Complaint

The process of complaints resolution involves talking to the customer/resident and talking through the issues they have raised, clarifying any points and understanding what outcome they are seeking to achieve. As a result, in addition to the formal complaints procedure, the Complaints and Service Improvement Team take customer enquiries or ‘concerns’ and deal with them promptly and informally. This is because feedback we have received from residents indicate that most want action to resolve the issue quickly and are happy that this is undertaken informally.

6. Compensation Payments

If after an investigation by Council staff or the Local Government Ombudsman (LGO), it is concluded that as a result of maladministration by Council staff it has resulted in a complainant suffering a financial loss, compensation may be offered to the complainant.

7. What Has the Council Done to Improve Complaint Handling?

The Council sees every complaint as an opportunity to learn from customers about what works and what does not. As a result of complaints received during 2013/14 the Council has and continues to take the following action:

- workshops for managers and relevant staff are run in investigating and responding to complaints.
- focussed on ensuring we take action on conclusion of a complaint to reduce the likelihood of the same complaint recurring.
- ensured that monthly and quarterly reports are provided for managers regarding their team/service areas complaint handling performance.

APPENDIX 2

8. What is the Council going to do to improve complaint handling?

The Council will continue to seek feedback from those residents who have had cause to complain. During 2014/15 we are using feedback to improve our complaint handling processes and make service improvements by focusing on:

- the Complaint and Service Improvement Team send prompts, on day 7, reminding staff when the deadline for response is due. This should help to ensure that complaints continue to be responded to within target.
- running monthly workshops for managers and relevant staff (via the Learning and Development portal) as part of the suite of customer service courses we offer.
- introduce a web page that pulls together all complaint information in one easy place for staff to view. This will include advice and guidance on handling customer dissatisfaction, complaint procedures, published complaint reports, etc.
- publish regular articles in "AllStaffEmail" on current performance, trends, learning identified, etc.

9. Mediation

For some complaints it will not be appropriate, or possible, to resolve them through the complaint process - particularly where there has been a breakdown in the relationship between the service provider and the service user or where emotions are running high. In such situations the Complaints and Service Improvement Team Manager will consider whether mediation is an option that should be considered.

The Complaints and Service Improvement Team Manager will contact both parties to see if they will agree to mediation. (Mediation is not possible without the agreement of those concerned). If both parties are agreeable, mediation by an independent mediator will allow both sides to:

- express their own views;
- think about how to put things right; and
- come together to reach a solution.

APPENDIX 2

Annex 1 – Complaints about Children and Young People’s Services

The Complaint Procedure

Complaints made by children or on their behalf are governed by the Children Act 1989, Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No. 1738). This sets out the three stage complaint procedure that Local Authorities are required to follow when dealing with complaints made by for example any child or young person, any local authority foster carer, children leaving care, Special Guardians, persons wishing to adopt a child, etc. Hillingdon’s procedure operates as follows:

- Stage 1 – Local Resolution.
- Stage 2 – Independent Investigation by two people (Investigating Officer (IO) and Independent Person).
- Stage 3 – Review Panel.
- Local Government Ombudsman.

A more detailed explanation of how the complaint procedure operates, the main complaint themes and statistical data for each stage of the process is provided below.

a. THE INFORMAL COMPLAINT

We will try to resolve enquiries/concerns on the spot by discussing the problem with a complainant and trying to resolve it. If we can solve the problem we will do so, immediately. It has helped to keep formal complaints at a low level.

Informal Complaints received – (Service requests)

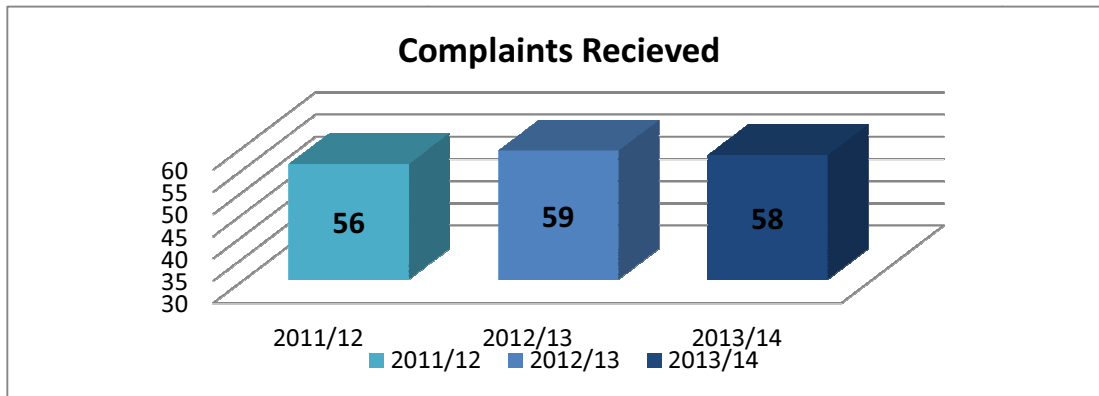
Year	1 April to 30 June (Q1)	1 July to 30 Sept (Q2)	1 Oct to 31 Dec (Q3)	1 Jan to 31 March (Q4)	Total
2013/14	6	5	8	7	26

Nb Figures are not available for previous years.

APPENDIX 2

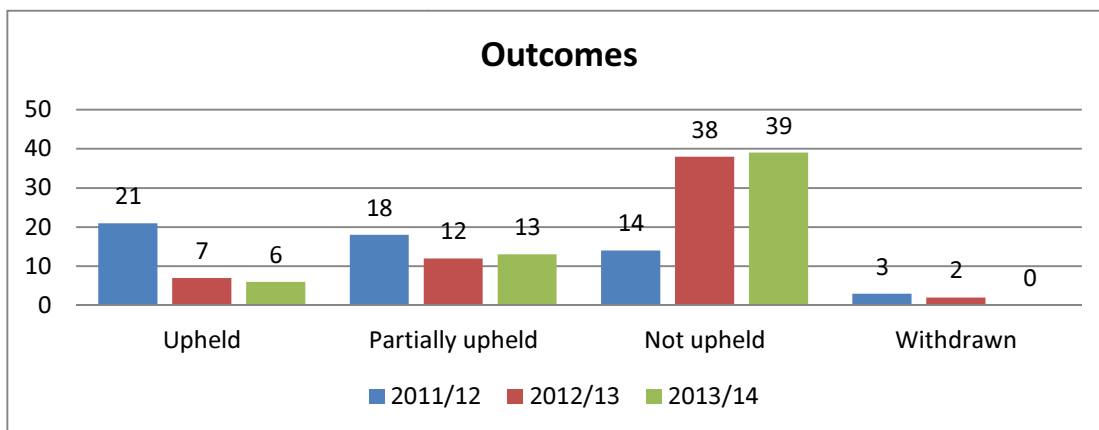
b. STAGE 1 – LOCAL RESOLUTION

Total number of complaints recorded



The number of complaints registered remains broadly similar when comparing 2013/14 of 58 with 2011/12 and 2012/13 of 56 and 59, respectively.

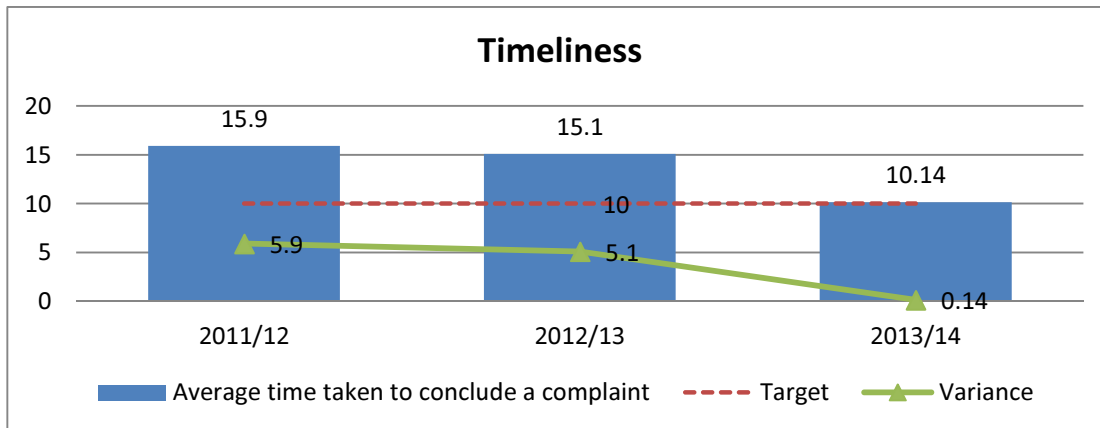
Outcome of complaints



- The number of upheld and partially upheld complaints has reduced from 39 in 2011/12 to 19 in 2013/14 – this represents a 51% (20) decrease.
- The number of not upheld complaints has risen from 14 in 2011/12 to 39 in 2013/14.

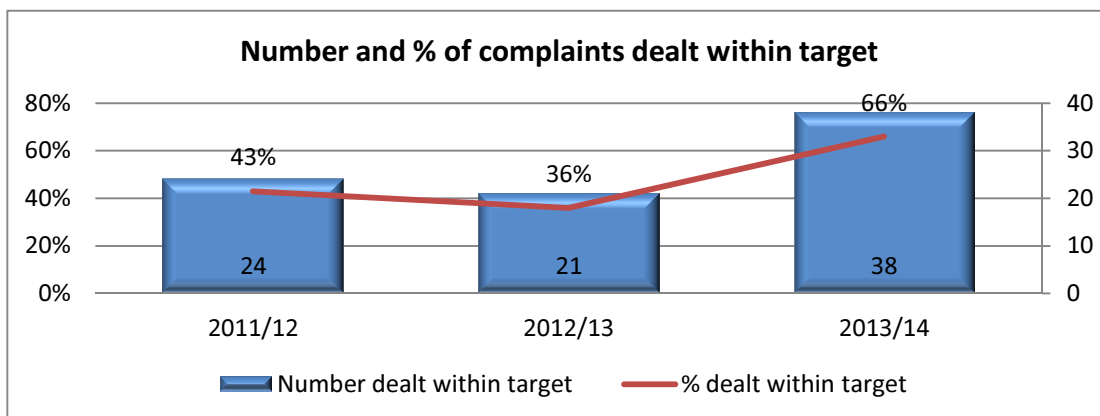
APPENDIX 2

Time taken to conclude a complaint (working days)



The average time taken to conclude a Stage 1 complaint has reduced from 15.9 working days in 2011/12 to 10.1 working days in 2013/14. This is a significant improvement when compared against previous years and when compared against the 10 working day target set by statute.

% of complaints dealt with within 10 working days



In 2013/14, 66% of Stage 1 complaints were responded to within 10 working days. This is a significant improvement when compared against 2011/12 and 2012/13 of 43% and 36%, respectively.

A lot of effort is employed at Stage 1 to resolve complaints and stop complaints escalating to Stage 2. This approach is preferred by complainants and it does work as it has stopped complaints escalating to Stage 2 and 3. However, it does require considerable effort by staff and can take time to achieve as it may require a meeting with the complainant to agree the way forward.

All Stage 1 complaints which were assessed as upheld or partially upheld were interrogated to identify the cause of the complaint and what we learnt from each complaint. This is set out in the table below.

APPENDIX 2

Learning from complaints and action taken (upheld and partially upheld complaints)

Complaint ref	Cause of complaint and learning
3187847	Miscommunication with new service provider who forgot to collect child and deliver to contact address.
3193371	Breakdown of communication in relation to contact arrangement - clarity in communication will help the understanding of the processes and plans.
3063419	A Court report was not filed in accordance with court order. Improve systems to ensure that Court Reports are filed on time in future.
3094378	Delay in providing a wheelchair due to high demand for this service. We advised that we are currently reviewing staffing arrangements, structures and the timescales in relation to Occupational Therapy assessment.
3096152	Mrs X says that the Officer told her that if social services had to call her about everything her daughter did they would be on the phone to her every day. The Officer cannot remember the words he used in discussion but apologises if it caused Mrs X any upset.
3047403	Solicitor complained that an officer made derogatory comments about a solicitor from her firm. The staff member could not recall this conversation – she was reminded of the need to comply with standards of customer care
3385864	Mrs X complained that a change in contact arrangement was not communicated to her and it meant she missed her contact. We apologised and explained that this occurred as a result of an oversight. Contact was re scheduled and she was provided with contact details of the Deputy Team Manager and Team Manager.
3374758	Mr X complained that delays in repairs to his wheelchair were impacting on his ability to complete his homework and eat independently. We apologised and explained that a request had been put into our service provider for the parts required and that they be fitted direct to his chair. Unfortunately, there were delays in doing this but we got a firm date when the manufacturer would do this. The repair was completed on that date.
3366333	Mrs X complained to the locum chairperson but her letter was not acknowledged or responded to. We explained that her letter had been received and forwarded to the relevant manager to respond, however, this coincided with that manager going on annual leave and was left to the manager to respond on her return. We apologised and addressed her concerns in the letter.

The main **theme** that emerged from the analysis of complaints upheld and partially upheld related to **communication issues**. Some service users and their families have complained because they feel that they are given insufficient or inconsistent or incorrect or no information at all. They feel that this places them at a disadvantage or unnecessary risk.

c. STAGE 2 – INVESTIGATION BY TWO INDEPENDENT PEOPLE

If a complainant is not happy with the response at Stage 1, and they wish to escalate their complaint to Stage 2. The Complaints and Service Improvement Team Manager will arrange for an independent investigation by two people - Investigating Officer (IO) and

PART I – MEMBERS, PUBLIC AND PRESS

Corporate Services & Partnerships Policy Overview Committee - 16 September 2014

APPENDIX 2

Independent Person (IP). The IO may be brought from outside the local authority or employed by the local authority but not in direct line management of the service area or person about whom the complaint is being made.

The IO and IP will look into everything, talk to everyone involved and then write a report on what they have found. This process can take up to 65 working days from the date the written statement of complaint is agreed. Upon receipt of the report, the Director, Children and Young People's Service, will write to the complainant and tell them what will happen next.

There were no Stage 2 investigations for 2013/14.

d. STAGE 3 – REVIEW PANEL

If the complainant remains unhappy with the findings of a Stage 2 complaint investigation, the Complaints and Service Improvement Team Manager will arrange for a panel to meet and look at all the issues raised in the complaint and read the report that was written for Stage 2.

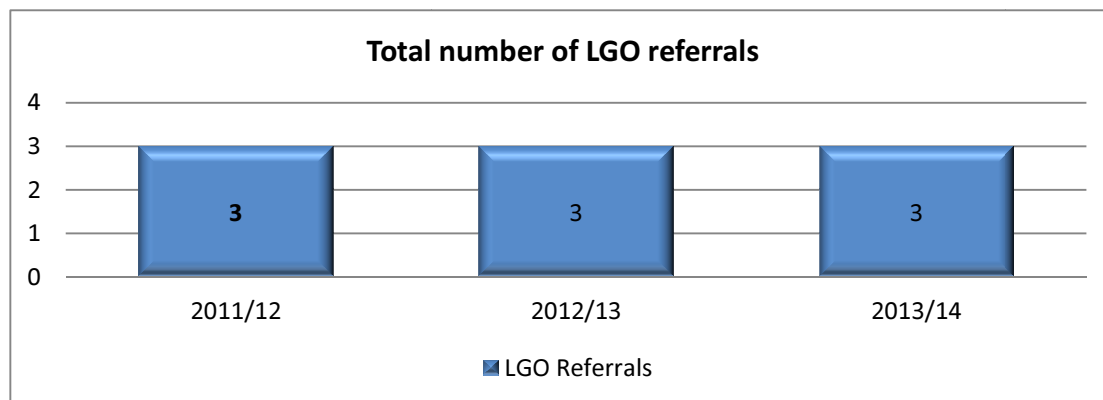
The panel will be made up of three new people who do not work for the local authority and their role is to speak to all the people involved and ask them questions about what has gone wrong and why the complainant is not happy. The three people on the panel will talk about the whole situation and together they will make recommendations of how things can be improved. From beginning to end this stage takes no longer than 50 working days to complete.

There were no Stage 3 investigations for 2013/14.

e. LOCAL GOVERNMENT OMBUDSMAN (LGO) INVESTIGATIONS

Where it appears that a Council's own investigations have not resolved the complaint, the complainant is entitled to refer their complaint to the LGO and at any stage of the complaint process. However, the Ombudsman normally refers the complaint back to the Council if it has not been considered under the local procedure first.

Total number of LGO referrals



APPENDIX 2

Three complainants complained direct to the LGO during this period. The table below provides the outcome of their investigations.

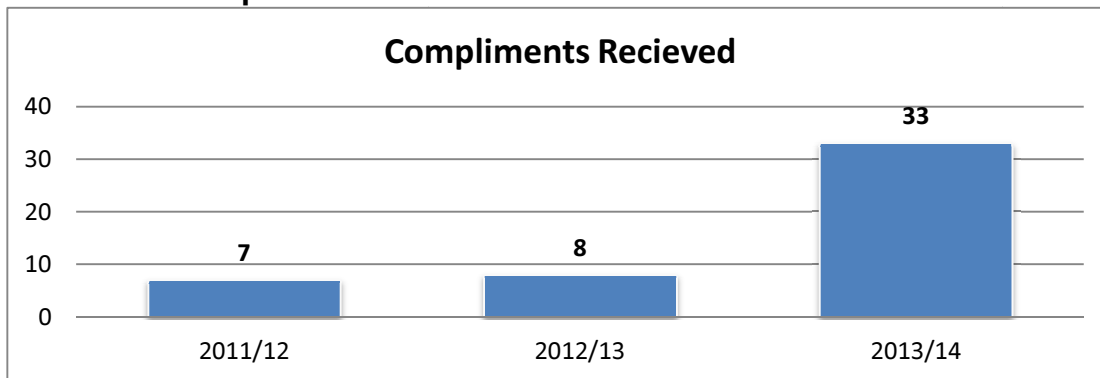
Outcome of LGO referrals

Complaint details	LGO decision	Rec's
<p>3265938 Mr X complained that the Council obtained confidential information from the Metropolitan Police and disclosed this information to a third party without first contacting him to determine the accuracy or completeness of the information. He believes it breached Article 8 of the Human Rights Act.</p>	<p>Outside of their Jurisdiction The Ombudsman said that they could not investigate this complaint as it is outside their jurisdiction i.e. legal action had commenced. NB The complaint was settled with an apology to Mr X.</p>	<p>None</p>
<p>3044195 Ms X. complained to the LGO that the Council had refused to escalate her complaint to Stage 2 of the complaint process.</p>	<p>The LGO decided not to investigate the complaint on the basis that they were not satisfied that Ms X had consented for her mother to act her behalf and whether her mother was a suitable representative to act for her.</p>	<p>None</p>
<p>3444285 Mr X complained about the decision of a Child Protection Conference to continue his grandchild's Child Protection Plan. He felt that the decision had not been properly taken.</p>	<p>The LGO advised Mr X that they would not investigate the complaint as they saw "no evidence of fault in the actions of the Council, and no injustice has been caused to Mr X"</p>	<p>None</p>

APPENDIX 2

f. COMPLIMENTS

Number of compliments received



Here's what five people have said about the service provided by Children Services and the difference they have made to their lives.

"A big thank you to all of you involved in helping me acquire social housing. It's made an enormous difference to my life as well as X's sisters. I can sleep, have a bath or use the toilet in the knowledge that X is safe. I don't have to watch him 24/7 so I can sit and watch TV, cook, eat at the table, have people over etc. In essence, lead a normal home life. I can't thank you all enough and feel gratitude every day for the help we received".

"Thank you, thank you & thank you. X told us yesterday evening that the decision made about contact it has lifted a lot off her shoulders!!!! Last night, was the 1st night she slept all the way through without waking :) she was singing & playing the piano this morning".

"There are many times that we know Social Workers get a lot of criticism for lots of different reasons, however I would like to email you and express my feelings towards X and Y. When we became foster carers in 2008 we were assigned X as our Social Worker. Over the years we have learnt so much from X and Y, all of which we have put into our practice and really enjoyed doing so. X always praises us and encourages the best in us. X and Y have always been on the other end of the phone and always make us aware they are available when needed. We feel that these two ladies are a great asset to your team and wanted you to know how grateful we are to have their support"

"My son was, until recently, a young offender being supervised by YOS. Y first came into contact with YOS in December 2011, and as well as his offending he was also a cannabis user. As well as these problems, we had quite a complex home life, including a difficult non-relationship with his father. X has worked with Y for the past one and a half years and has always been a great support to him. Y can be very difficult to reach but he and X seem to communicate very well and she was the one person he would actually listen to. Although Y is currently under an order, he hasn't re-offended in the last ten months, and now has a part time job at Tesco's".

"I've learnt that a split second thought can get me into so much trouble. If I took a step back, breathed, counted to 10 and thought about it everything could have been different. I've learnt from Y on how to control my anger, to think about the outcomes of my actions and look forward to the future. I am no longer that angry child that got mad over nothing

APPENDIX 2

and smoking lots of weed. I am a better person now, everyone can see it including my family”.

Annex 2 – Complaints about Education and Schools

Complaints about education and schools are governed by the Education Act 2002.

Background information

Complaints about the internal management of a school must initially be made in writing to the Head Teacher of the school. If this fails to resolve the issue, concerns should then be raised with the chair of governors. If a complainant remains dissatisfied they can then escalate their complaint to the Department for Education and beyond that to the Parliamentary and Health Service Ombudsman via a Member of Parliament.

The Local Authority will only deal with complaints which are education related but not about a specific school such as:

- The provision of the national curriculum;
- The provision of religious education and collective worship (with the exception of church aided schools);
- School admission appeals;
- Exclusions;
- Special educational needs assessments; and
- Child protection issues and allegations of child abuse.

The Complaint Procedure

For those complaints that the local authority has a statutory duty to investigate we will deal with the complaint in the following way:

- Stage 1 – response from the Chief Education Officer, Head of Performance and Improvement
- Stage 2 – response from the Deputy Chief Executive and Corporate Director, Residents Services
- Stage 3 – response from the Chief Executive of the Council
- Local Government Ombudsman

A more detailed explanation of how the complaint procedure operates, the main complaint themes and statistical data for each stage of the process is provided below.

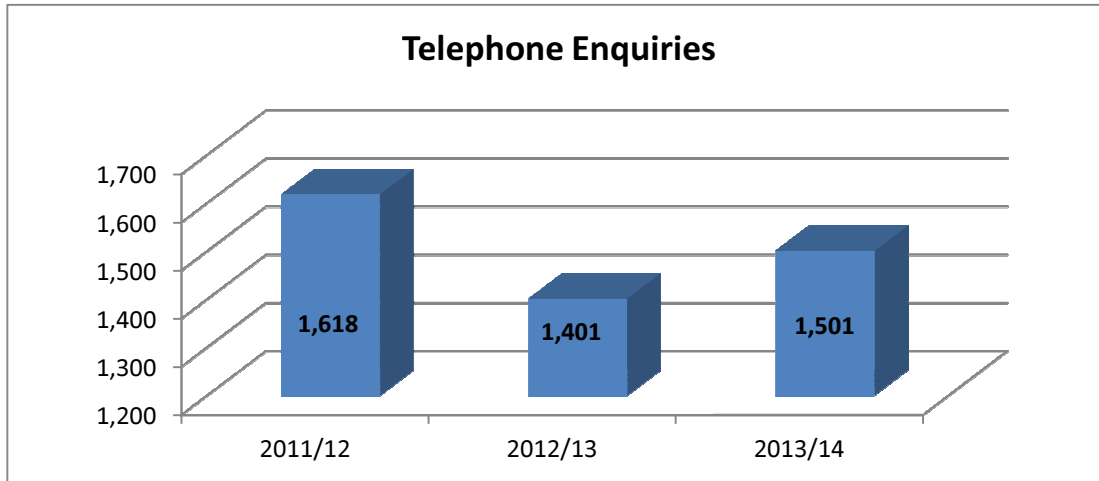
a. THE INFORMAL COMPLAINT

The local authority will attempt to consider all complaints/concerns as close to the point of contact as possible, and in cases where minor or day-to-day concerns are raised these are

APPENDIX 2

dealt with as service requests. The table below shows the total number of service requests received.

Total number of telephone enquiries received

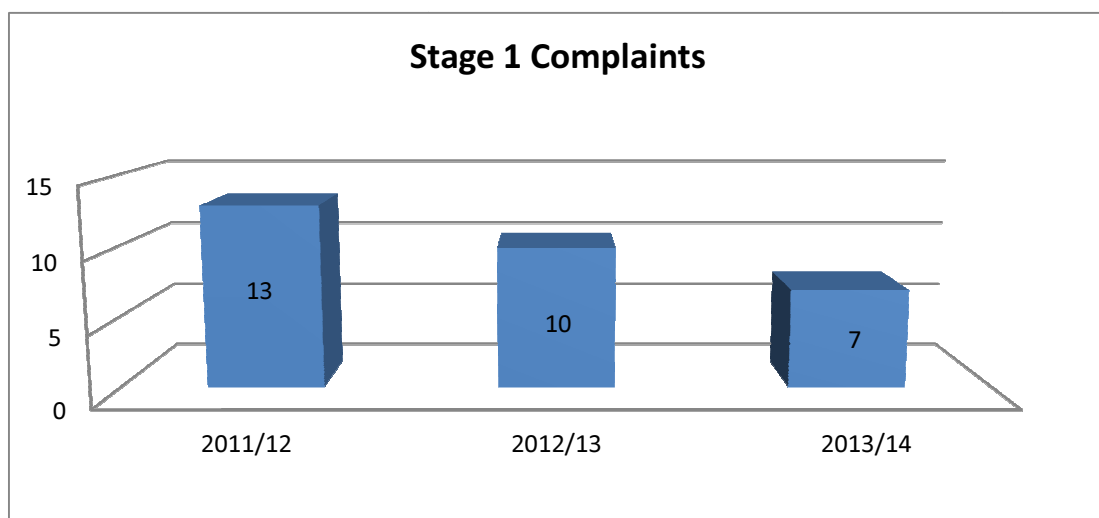


These enquiries are, in the main, dealt with by Contact Centre staff and tend to be about school waiting lists, admissions to a school place and accepting an offer of a school place.

b. STAGE 1 COMPLAINTS

The Chief Education Officer or Head of Performance and Improvement will aim to respond to Stage 1 complaints within 10 working days.

Total number of Stage 1 complaints



APPENDIX 2

When comparing the number of Stage 1 complaints for 2011/12 of 13 with 2013/14 of 7, this represents a 46% decrease but with the small numbers involved this is not significant. None of the seven complaints were upheld. Table 13 below provides details of the complaint and the outcome.

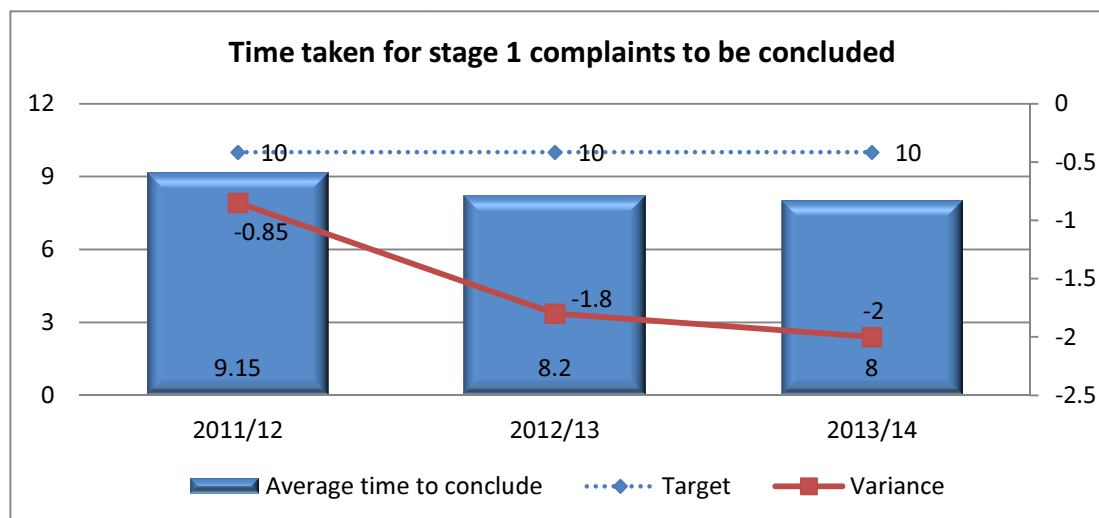
Outcome of Stage 1 complaints for 2013/14

Reason for complaining	Outcome
<p>3017178 Ms X complained that her son was not receiving provision relating to his speech and language therapy and social skills group in accordance with the Tribunal Order.</p>	<p>Not Upheld Ms X was advised that the Tribunal Order states that because her son will continue to be educated in a special school as the need for provision to be completely specific is less important than in a mainstream environment. The school using their own specialist expertise should have some flexibility to achieve the objective. We are satisfied that the School is making appropriate provision for her son.</p>
<p>3251093 Mr X complained about the length of time his daughter had been on the waiting list for an Early Years Centre and that she had been removed from the waiting list without good reason.</p>	<p>Not Upheld Mr X was advised that there is no evidence to suggest that the Early Years Centre had entered into a private agreement to provide flexible childcare. Mr X was also informed that an e-mail was sent advising him of a placement but when it was not responded to, this was taken to mean that he no longer required this placement and her name was removed from the waiting list.</p>
<p>3346159 X Solicitors complained about a number of different issues including home to school transport, lack of adequate advice about a suitable school for their client's child, etc.</p>	<p>Not Upheld The solicitor was advised that the issues they had raised had already been responded to by the Council's Lawyers and they were referred to the letters.</p>
<p>3333204 X Solicitors initially complained that correspondence they had sent had not been responded to within the standard times. They asked for responses to various questions raised in previous communications.</p>	<p>Not Upheld The solicitors were advised that communications from them should be directed to department lawyers. Responses were also provided to various questions i.e. where within the Education Act does it stipulate that parents have a responsibility to ensure children attend school punctually.</p>
<p>3407146 Mrs X complained that her son had not</p>	<p>Not Upheld Mrs X was advised that the options going</p>

APPENDIX 2

<p>been schooled for just over 7 months, that no schools in the Borough and outside the Borough had accepted him and that he does not have a tutor from the Borough.</p>	<p>forward are now very limited. The Special Needs officer is willing to explore a package of education to meet her son's needs and that this could include individual tuition, group learning, college placement etc. Mrs X was asked how she wished to proceed.</p>
<p>3580154 Mrs X complained that her son had not been offered the school of their choice as we had failed to use her new address</p>	<p>Not Upheld Mrs X was informed that we are required to follow the rules that are set to ensure that we treat all applications for a primary school place fairly and consistently. In her case, we are unable to accept her application from her new address as an on time application. This is because she exchanged contracts to purchase her new home after the deadline date.</p>
<p>3283844 Mr X complained about the way he was dealt with by Council staff in relation to letters sent to him by his daughter's school regarding her attendance. He felt that the school is too far from where they live and this has meant they are getting her to school late.</p>	<p>Not Upheld The Head Teacher spoke to Mr X's wife regarding his daughter's attendance (66%). When he called, Council staff were unaware of this conversation or that he had a speech related disability. As a consequence telephone calls were terminated when he was perceived to be shouting at staff. We placed a note on records to make staff aware of Mr X's disability. Mr X has since been placed on the Restricted Persons Register.</p>

Time taken for Stage 1 complaints to be concluded (working days)



Response times are consistently within the 10 working day target, year in year out.

c. STAGE 2 COMPLAINTS

The Deputy Chief Executive and Corporate Director, Residents Services will aim to respond to Stage 2 complaints within 10 working days.

PART I – MEMBERS, PUBLIC AND PRESS

Corporate Services & Partnerships Policy Overview Committee - 16 September 2014

APPENDIX 2

Total number of Stage 2 investigations

Year	Total
2011/12	0
2012/13	0
2013/14	2

The table below provides details of the complaint and the outcome.

Outcome of complaints progressing to Stage 2

Complaint details	Decision at Stage 2
3580154 Mrs X requested that her complaint be escalated as she did not agree with the findings at Stage 1 - she felt that the blame for her son not being given a place at his preferred school lay with the Admissions Team	Not Upheld Mrs X was informed that on review, we did not agree that there was a service failure within the School Placement and Admissions team which resulted in her son not being offered a school place at her preferred school. This is because we did not receive confirmation that she would definitely be moving to her new address until after 14 February 2014.
3346159 X Solicitors complained that the Stage 1 response did not address their concerns namely why the Transport Manager kept changing drivers, why adequate advice was not provided in relation to suitable schools for their clients child, etc.	Not Upheld A detailed explanation was provided by the Director in relation to each issue raised as a complaint. The Director found that the Local Authority had made every effort to work with their client's parents to provide their son with suitable education.

d. STAGE 3 COMPLAINTS

The Chief Executive commissions an investigation by an officer in Democratic Services and we aim to respond to Stage 3 complaints within 15 working days.

Total number of Stage 3 investigations

Period	Total
2011/12	0
2012/13	0
2013/14	2

The table below provides details of the Stage 3 investigation and the outcome of the complaint.

Outcome of complaints progressing to Stage 3

Complaint details	Decision at Stage 3
-------------------	---------------------

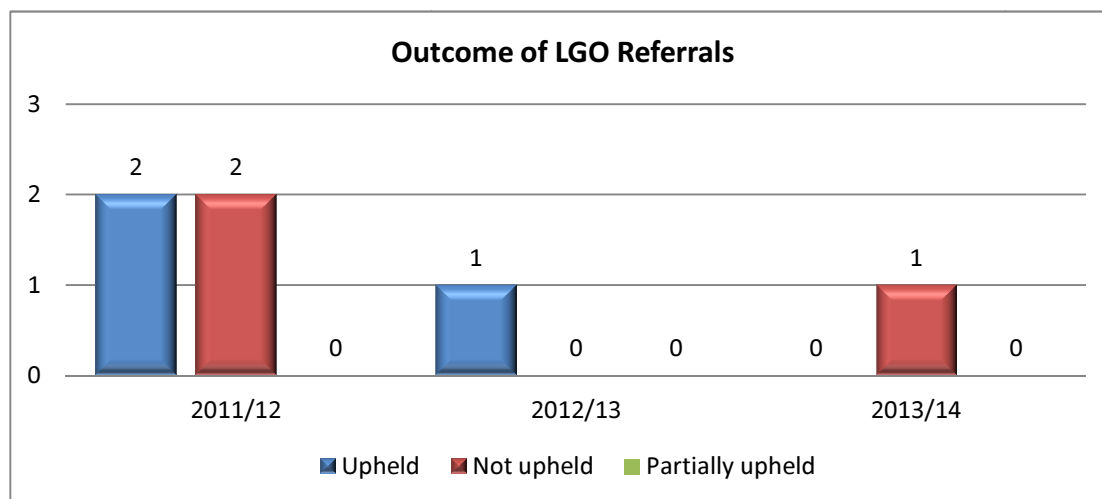
APPENDIX 2

<p>3580154 Mrs X complained that the response at Stage 2 was one sided and that it ignored significant events that prove there was a service failure by the Schools placement and admissions team.</p>	<p>Withdrawn A vacancy had arisen at Mrs X's son's preferred school and he had been offered a place which Mrs X had accepted. Democratic Services closed the complaint as Mrs X had previously advised that the offer of a school place at her preferred school would bring a satisfactory resolution to her complaint.</p>
<p>3346159 X Solicitors complain that staff had refused to answer straightforward questions or acknowledge the part the Local Authority had played in their client's son being inadequately supported.</p>	<p>Partially Upheld The CE agreed that the alleged assault on their client's son should have been looked in more detail and apologised that it was not. All other aspects of the complaint such as lack of adequate advice about suitable schools, problems associated with the home to school transport and the decision to provide home tuition in a public library were not upheld.</p>

e. LOCAL GOVERNMENT OMBUDSMAN (LGO) INVESTIGATIONS

Where it appears that a Council's own investigation has not resolved the complaint, the complainant is entitled to refer their complaint to the LGO and at any stage of the complaint process. However, the LGO will in most instances expect a complainant to have gone through all three stages of the Council's complaints procedure before they can ask the LGO to investigate.

Outcome of LGO referrals



There were substantially fewer investigations by the LGO when comparing 2011/12 of 4 with 2013/14 of 1. The table below detail of the complaint submitted to the LGO and the outcome of the investigation.

Outcome of LGO referral 2013/14

Complaint details	LGO decision
	Not Upheld

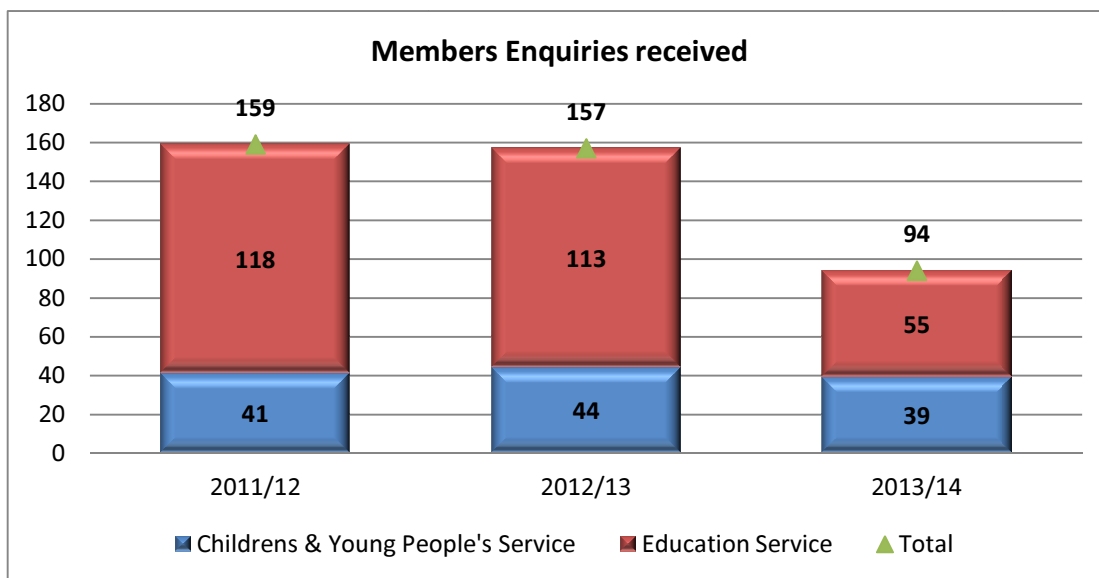
APPENDIX 2

<p>Ms X complained direct to the Ombudsman that the Council had not found a suitable place for her daughter who is now without full time education.</p>	<p>The LGO informed Ms X that the Council is under a legal duty to provide a school place for a child of statutory school age. The evidence shows the Council fulfilled this duty when it offered a school place to Ms X's daughter. Once the Council had made an offer, the onus fell on Ms X to either accept the offer, or make alternative arrangements. The Council is not under a duty to meet parental preference. It was Ms X's decision to reject the original offer of a place, and the Council cannot be held responsible for any loss of education which occurred after that date.</p>
---	--

Annex 3 - Members Enquiries

Enquiries can be submitted to officers on behalf of residents to Elected Members for further information. This can include questions about an assessment, decisions or quality of service experienced by our resident.

Table 21 – Members Enquiries received



- Children & Young People's Service received 39 enquiries from Members for 2013/14 which is broadly similar with previous years - 2011/12 of 41 and 2012/13 of 44.
- Education Service received 55 enquiries from Members for 2013/14 which is a significant decrease when compared with 2011/12 of 118 and 2012/13 of 113.
- Children and Young People's Service Members Enquiries tend to be about Looked After Children and Disabilities Services.
- Education Members Enquiries tend to be about school admissions, universal services, early years and special education services.

APPENDIX 2