

By: Roger Gough, Cabinet Member for Corporate Support Services  
& Performance Management  
Katherine Kerswell – Group Managing Director

To: Governance and Audit Committee – 15 September 2010

Subject: OMBUDSMAN COMPLAINTS

Classification: Unrestricted

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Summary and Recommendations: To report the Local Government Ombudsman Letter & Annual Review 2009/10 and the latest position on complaints about Kent County Councils escalated to the Ombudsman in 1 April – 30 June 2010.

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**STATUS FOR INFORMATION**

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**1. Local Government Ombudsman Letter & Annual Review 2009/2010**

1.1 Each year, the Local Government Ombudsman issues an annual review in which he sets out the number of complaints he has dealt with concerning the county council and summarises the outcome in each case. The purpose of the letter and Annual Review is to:

- help Councils learn from the outcome of complaints to the Ombudsman
- underpin effective working relationships between Councils and the Ombudsman's office
- identify opportunities for the Ombudsman and his staff to provide assistance that a Council may wish to seek in bringing about improvements to its internal complaint handling
- generally provide complaint-based information which the Ombudsman hopes Councils will find useful in assessing and reviewing their performance.

1.2 The Ombudsman's letter to the Group Managing Director plus the Annual Review for 2009/2010 is attached as Appendix A to this report.

**2. Ombudsman Complaints Statistics**

2.1 For the second year running, the Ombudsman has changed the reporting format of statistics so appendix 2 of his review contains details relating to complaints made to the Ombudsman against KCC for the last financial year only. (In the past, complaints received for the two years prior to the one reported were also shown allowing easier comparison). The Ombudsman also provides KCC's response times to first enquiries over the past three years and compares KCC's performance in this respect with other councils.

2.2 The figures tabled in appendix 2 shows that the Ombudsman received 161 complaints about KCC in 2009/10 (including 43 that were deemed premature) compared to 164 complaints (54 premature) in 2008/09 and 146 (28 premature) in 2007/08.

2.3 In April 2009 the KCC complaints procedure was streamlined from 3 internal stages to a 2 internal stage process. Although there has been an increase in the number of complaints reported to KCC in 2009/10, the removal of the third stage (Chief Executive Review) has not seen an increase in the number of complaints received by the Local Government Ombudsman.

2.4 Of the 118 complaints that the Ombudsman investigated in 2009/10, 86 of them (nearly 75%) related to education matters and virtually all of these were about school admission appeals. KCC Officers met with senior investigators from the Local Government Ombudsman Office to discuss the issues related to school admissions. The Council has incorporated the feedback from the meeting into its training of Appeal Panel Members and Clerks.

2.5 The Ombudsman's criticisms of KCC in this year's letter fall into three main issues:

- not providing the LGO with an initial response to enquiries within the LGO's target time of 28 days
- not providing full and comprehensive responses necessitating further enquiries by the Ombudsman
- reluctance to settle complaints locally until ordered to do so by the Ombudsman.

2.6 The Ombudsman did observe that the average response time of 31.5 days in 2009/10 was an improvement on the average of 38.1 days for 2008/09. The improvement was due to the recruitment of a new member of staff in April 2009 to assist the Council's designated link officer (Caroline Dodge, Corporate Access to Information Coordinator) manage her increased workload. Further training is planned for staff to ensure that full and comprehensive responses are sent to the Ombudsman. There were 29 Ombudsman local settlement decisions in 2009/10. These complaints are being reviewed to see how KCC can be more proactive in the future.

2.7 Of the 120 decisions issued, there was only one report of maladministration, KCC's first in four years. The Ombudsman provides a summary of the case and KCC's action following the complaint in section 1 of his review (page 3 of the Ombudsman report).

2.8 To conclude on a positive note, 90 of the 120 complaints that the Ombudsman issued a decision on, couldn't have been avoided. KCC had done nothing wrong; the complainant was simply unhappy with perhaps a decision or policy that went against them.

### **3. Developments in the Local Government Ombudsman service**

3.1 In April 2010 the LGO launched the first pilot phase of a complaints service extending its jurisdiction to consider parent and pupil complaints about state schools. This power was introduced by the Apprenticeships, Skills, Children and Learning Act 2009. Kent County Council is one of the ten local authorities involved in phase 2 of the pilot starting on 1 September 2010 and the Secretary of State will no longer consider complaints about schools in Kent. We will have the advantage of working with the LGO as the service develops to ensure that it works well for both pupils and

their families and our schools across the county. Further information is available at <http://www.lgo.org.uk/schools/>

3.2 The Health Act 2009 extended the Local Government Ombudsman's powers to investigate complaints about privately arranged and funded adult social care, where the provider is registered with the Care Quality Commission. These powers come into effect from 1 October 2010. Provision of care that is arranged by an individual and funded from direct payments also falls within this jurisdiction. Each Ombudsman has set up a team to deal with all adult social care complaints. The Ombudsman is currently developing information sharing agreements with both the Care Quality Commission and local authorities in their roles as adult safeguarding leads and service commissioners.

3.3 Kent Adult Social Services welcomes the LGO's dedicated complaints service that is being introduced in October 2010, which will bridge this gap and will be raising awareness of this new service in the coming months to ensure that people who fund their own support are provided with information to be able to make a complaint to the LGO. Further information is available at <http://www.lgo.org.uk/working-for-us/self-funders/>

#### **4. New Local Government Ombudsman Complaints 1 April - 30 June 2010**

4.1 There are no cases outstanding from previous financial years. However, see Appendix B Table 1 for a summary of the complaints that were outstanding as at 31 March 2010 but where the Ombudsman has since issued a decision. Please note that these statistics will be reflected in next year's annual review.

4.2 From 1 April – 30 June 2010 KCC had received 40 new complaints about the Council from the LGO. This excludes 8 complaints which were classified by the LGO as "premature", that is the LGO considered that the Council had not yet had sufficient opportunity to consider them first and asked that KCC put these through its internal complaints procedure first. (Appendix B Table 2 & 3)

#### **5. Conclusion**

5.1 The letter and Annual Review reflects the generally good working relationship which exists between the County Council and the Ombudsman's office. Positive action is being taken to respond to lessons learnt through complaints monitoring – through service development, training and through improvements to the complaints process itself.

#### **6. Recommendations**

6.1 Members are asked to note the contents of this report.

Caroline Dodge  
Corporate Access to Information Coordinator  
Ext 1652

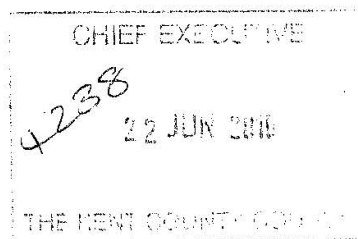
Janice Hill  
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Local Government  
**OMBUDSMAN**

21 June 2010

Ms K Kerswell  
 Managing Director  
 Kent County Council  
 County Hall  
 Maidstone ME14 1XQ



**If telephoning contact: Mr Redmond's PA on 020 7217 4692**  
**email address: d.gorwala@lgo.org.uk**

Dear Ms Kerswell

**Annual Review 2009 / 2010**

I am writing to give you a summary of the complaints about your authority that my office has dealt with over the past year, set out in the annual review attached. I hope you find the review a useful addition to other information you have on how people experience or perceive your services.

The review is split into two sections. The first concerns complaints about your authority and the second section provides a general update on LGO developments. I would welcome any comments you may have on the form and content of the review.

We will publish all the annual reviews on our website ([www.lgo.org.uk](http://www.lgo.org.uk)). We will wait for three weeks after this letter before doing so, to give you an opportunity to consider the review first. If any material factual inaccuracy is found we will reissue it. We will issue a press release about the publication of the annual reviews on our website. We will also publish on our website a summary of statistics relating to the complaints we have received and dealt with against all authorities.

I would again be happy to consider requests for me or a senior colleague to visit the authority to present and discuss the letter with councillors or staff. We will do our best to meet the requests within the limits of the resources available to us.

I am also arranging for a copy of this letter and the review to be sent to you electronically so that you can distribute it easily internally and put the annual review on your website. You do not need to include this covering letter on your website.

Yours sincerely

**Tony Redmond**

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**Tony Redmond**  
 Local Government Ombudsman  
**Nigel Ellis**  
 Deputy Ombudsman

Local Government  
**OMBUDSMAN**

**The Local Government Ombudsman's  
Annual Review**

**Kent County Council**

**for the year ended  
31 March 2010**

Local Government Ombudsmen (LGOs) provide a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, we aim to get it put right by recommending a suitable remedy. We also use the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual reviews.

## Contents of Annual Review

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## Section 1: Complaints about Kent County Council 2009/10

### Introduction

This annual review provides a summary of the complaints we have dealt with about Kent County Council. We have included comments on the authority's performance and complaint-handling arrangements, where possible, so they can assist with your service improvement.

I hope that the review will be a useful addition to other information your authority holds on how people experience or perceive your services.

Two appendices form an integral part of this review: statistical data for 2009/10 and a note to help the interpretation of the statistics.

### Enquiries and complaints received

Last year our Advice Team handled 161 enquiries and complaints about your Council. Of these 14 related to complaints which we considered were premature, and we referred them to your Council for investigation. We gave advice to 28 other enquirers on a variety of matters, including my jurisdiction. Our Advice team passed 119 complaints to the investigative team. The issue which prompted the largest group of enquiries and the most complaints was education. Of 116 complaints forwarded to the investigative team 86 concerned education.

### Complaint outcomes

Last year I made decisions on 120 complaints against your Council. There were 52 complaints in which I found no, or insufficient, evidence of fault by the Council to warrant further investigation. I used my discretion not to pursue investigations into 21 complaints, for example where the injustice to the complainant was not significant enough to warrant a remedy or where the remedy which the Council had provided was adequate. I found that 17 complaints were outside my jurisdiction.

### Reports

When we complete an investigation, we generally issue a report. I issued one report. The complaint concerned the Council's actions in respect of the complainant's two children both of whom have learning difficulties. I found that the Council failed in its statutory duty to make direct payments available for overnight respite care. The Council also failed to carry out regular reviews of children in need. There was a delay in assessing the needs of the family which, coupled with the failure to make direct payments available for overnight respite care, meant that one of her children missed one night a week of overnight respite care for eight months, and seven hours of daytime respite care a week for three months. To remedy matters the Council agreed to pay the complainant the value of the direct payments she missed (in the region of £12,000). It apologised and paid a further £500 for the time and trouble she had been put to in pursuing her complaint. The Council has also taken action to ensure that regular reviews are carried out for children in need.

### Local settlements

A 'local settlement' is a complaint where, during the course of our investigation, a council takes or agrees to take some action that we consider to be a satisfactory response to the complaint. In 2009/10, [26.9%] of all complaints the Ombudsmen decided and which were within our jurisdiction were local settlements. Of the complaints we decided against your authority which were within my



jurisdiction 29 (28%) were local settlements. These settlements resulted in the Council making payments totalling just under £9,000 (£5,000 of which was in respect of one complaint).

Of the 29 local settlements, 25 were education complaints. The largest group of local settlements, 21, concerned applications and appeals for admission to schools where the Council is the admissions authority. The faults included wrong or insufficient information being presented to appeal panels, inappropriate questioning by panellists and poor record keeping. In 14 cases the Council agreed to settle the complaint by the offer of a fresh appeal hearing. In five cases the Council offered a place at the preferred school. I found fault in four other admission cases but used my discretion not to pursue these as I was not satisfied that any injustice had been caused.

During the year, four of my staff met officers from the Council's corporate complaints section and its education department. They discussed identified problems in the way the Council arranges appeals (both for its own schools and in the appeal service that it provides for voluntary aided and foundation schools). They also discussed some delays in responding to our enquiries and resistance to settling complaints. The meeting was useful. As a result, two of my staff took part in three training sessions the Council organised for panellists, presenting officers and appeal clerks for all types of schools.

I settled four other education complaints. Two concerned a failure by the Council to provide education while a child was out of school. The Council paid a total of £1,450 compensation. The second concerned the Council's failure to state that it would not pay for transport to a school named in a statement of special educational needs. The Council agreed to provide transport following my involvement. The last concerned a number of faults in the way the Council dealt with a child's special educational needs. As a result he lost half a year's education which had an impact on him and his mother, who was unable to work while she cared for him at home. The Council paid £5,000 compensation.

Of the remaining four settlements one concerned errors by the Council in the way it arranged a meeting to discuss care arrangements for the complainant's daughter, for which the Council paid £250 compensation. A second concerned some modest fault in the way the Council considered a consumer affairs complaint, for which it apologised. Two concerned highways matters. In the first of these the Council had not implemented a previous agreement to adopt a highway. The Council clarified the timescale for carrying out this work. In the second the Council failed to give advance notice of a road closure. The Council agreed to pay £1,000 compensation for the impact on the complainant's business.

### **Liaison with the Local Government Ombudsman**

The average time taken by the Council to reply to our written enquiries was 31.5 days. This is an improvement on last year's figure but still outside my target time of 28 days. As in previous years the Council's responses do not always provide full answers. There is sometimes a reluctance to acknowledge fault and to agree to local settlements. These issues were raised at the meeting I have referred to above. I hope that the Council can continue to reduce the time taken to reply and respond positively to my proposed settlements.

### **Training in complaint handling**

I would like to take this opportunity to remind the Council that part of our role is to provide advice and guidance about good administrative practice. We offer training courses for all levels of local authority staff in complaints handling and investigation. All courses are presented by experienced investigators. They give participants the opportunity to practise the skills needed to deal with complaints positively and efficiently. We can also provide customised courses to help authorities to deal with particular issues and occasional open courses for individuals from different authorities.

I have enclosed some information on the full range of courses available together with contact details for enquiries and bookings.

During the year I ran seminars for officers dealing with adult social care complaints. I am pleased that two of your staff attended one of these events. I hope they found it useful.

**Conclusions**

I welcome this opportunity to give you my reflections about the complaints my office has dealt with over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your authority's services.

**Tony Redmond  
Local Government Ombudsman  
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**June 2010**

## Section 2: LGO developments

### Introduction

This annual review also provides an opportunity to bring councils up to date on developments in the LGO and to seek feedback.

### New schools complaints service launched

In April 2010 we launched the first pilot phase of a complaints service extending our jurisdiction to consider parent and pupil complaints about state schools in four local authority areas. This power was introduced by the Apprenticeships, Skills, Children and Learning Act 2009.

The first phase involves schools in **Barking and Dagenham, Cambridgeshire, Medway and Sefton**. The Secretary of State no longer considers complaints about schools in these areas. In September the schools in a further 10 local authority areas are set to join the pilot phase.

We are working closely with colleagues in the pilot areas and their schools, including providing training and information sessions, to shape the design and delivery of the new service. It is intended that by September 2011 our jurisdiction will cover all state schools in England.

A new team in each office now deals with all complaints about children's services and education on behalf of the Ombudsman. Arrangements for cooperation with Ofsted on related work areas have been agreed.

For further information see the new schools pages on our website at [www.lgo.org.uk/schools/](http://www.lgo.org.uk/schools/)

### Adult social care: new powers from October

The Health Act 2009 extended the Ombudsmen's powers to investigate complaints about privately arranged and funded adult social care. These powers come into effect from 1 October 2010 (or when the Care Quality Commission has re-registered all adult care providers undertaking regulated activity). Provision of care that is arranged by an individual and funded from direct payments comes within this new jurisdiction.

Each Ombudsman has set up a team to deal with all adult social care complaints on their behalf. We expect that many complaints from people who have arranged and funded their care will involve the actions of both the local authority and the care provider. We are developing information-sharing agreements with the Care Quality Commission and with councils in their roles as adult safeguarding leads and service commissioners.

### Council first

We introduced our Council first procedure in April last year. With some exceptions, we require complainants to go through all stages of a council's own complaints procedure before we will consider the complaint. It aims to build on the improved handling of complaints by councils.

We are going to research the views of people whose complaints have been referred to councils as premature. We are also still keen to hear from councils about how the procedure is working, particularly on the exception categories. Details of the categories of complaint that are normally treated as exceptions are on our website at [www.lgo.org.uk/guide-for-advisers/council-response](http://www.lgo.org.uk/guide-for-advisers/council-response)

**Training in complaint handling**

Demand for our training in complaint handling has remained high, with 118 courses delivered over the year to 53 different authorities. Our core Effective Complaint Handling course is still the most popular – we ran some of these as open courses for groups of staff from different authorities. These are designed to assist those authorities that wish to train small numbers of staff and give them an opportunity to share ideas and experience with other authorities.

The new Effective Complaint Handling in Adult Social Care course, driven by the introduction of the new statutory complaints arrangements in health and adult social care in April 2009, was also popular. It accounted for just over a third of bookings.

Over the next year we intend to carry out a thorough review of local authority training needs to ensure that the programme continues to deliver learning outcomes that improve complaint handling by councils.

**Statements of reasons**

Last year we consulted councils on our broad proposals for introducing statements of reasons on the individual decisions of an Ombudsman following the investigation of a complaint. We received very supportive and constructive feedback on the proposals, which aim to provide greater transparency and increase understanding of our work. Since then we have been carrying out more detailed work, including our new powers. We intend to introduce the new arrangements in the near future.

**Delivering public value**

We hope this information gives you an insight into the major changes happening within the LGO, many of which will have a direct impact on your authority. We will keep you up to date through LGO Link as each development progresses, but if there is anything you wish to discuss in the meantime please let me know.

Mindful of the current economic climate, financial stringencies and our public accountability, we are determined to continue to increase the efficiency, cost-effectiveness and public value of our work.

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June 2010

## Appendix 1: Notes to assist interpretation of the statistics 2009/10

### Table 1. LGO Advice Team: Enquiries and complaints received

This information shows the number of enquiries and complaints received by the LGO, broken down by service area and in total. It also shows how these were dealt with, as follows.

**Premature complaints:** The LGO does not normally consider a complaint unless a council has first had an opportunity to deal with that complaint itself. So if someone complains to the LGO without having taken the matter up with a council, the LGO will either refer it back to the council as a 'premature complaint' to see if the council can itself resolve the matter, or give advice to the enquirer that their complaint is premature.

**Advice given:** These are enquiries where the LGO Advice Team has given advice on why the LGO would not be able to consider the complaint, other than the complaint is premature. For example, the complaint may clearly be outside the LGO's jurisdiction.

**Forwarded to the investigative team (resubmitted premature and new):** These are new cases forwarded to the Investigative Team for further consideration and cases where the complainant has resubmitted their complaint to the LGO after it has been put to the council.

### Table 2. Investigative Team: Decisions

This information records the number of decisions made by the LGO Investigative Team, broken down by outcome, within the period given. **This number will not be the same as the number of complaints forwarded from the LGO Advice Team** because some complaints decided in 2009/10 will already have been in hand at the beginning of the year, and some forwarded to the Investigative Team during 2009/10 will still be in hand at the end of the year. Below we set out a key explaining the outcome categories.

**MI reps:** where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.

**LS (local settlements):** decisions by letter discontinuing our investigation because action has been agreed by the authority and accepted by the LGO as a satisfactory outcome for the complainant.

**M reps:** where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no injustice to the complainant.

**NM reps:** where the LGO has concluded an investigation and issued a formal report finding no maladministration by the council.

**No mal:** decisions by letter discontinuing an investigation because we have found no, or insufficient, evidence of maladministration.

**Omb disc:** decisions by letter discontinuing an investigation in which we have exercised the LGO's general discretion not to pursue the complaint. This can be for a variety of reasons, but the most common is that we have found no or insufficient injustice to warrant pursuing the matter further.

**Outside jurisdiction:** these are cases which were outside the LGO's jurisdiction.

### **Table 3. Response times**

These figures record the average time the council takes to respond to our first enquiries on a complaint. We measure this in calendar days from the date we send our letter/fax/email to the date that we receive a substantive response from the council. The council's figures may differ somewhat, since they are likely to be recorded from the date the council receives our letter until the despatch of its response.

### **Table 4. Average local authority response times 2009/10**

This table gives comparative figures for average response times by authorities in England, by type of authority, within three time bands.

**LGO Advice Team**

Enquiries and complaints received	Adult care services	Children and family services	Education	Housing	Benefits	Planning and building control	Transport and highways	Other	Total
Formal/informal premature complaints	3	7	1	0	1	0	3	0	15
Advice given	3	0	14	1	0	2	2	6	28
Forwarded to investigative team (resubmitted premature)	0	1	0	0	0	0	2	0	3
Forwarded to investigative team (new)	7	12	86	0	0	2	6	2	115
<b>Total</b>	<b>13</b>	<b>20</b>	<b>101</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>13</b>	<b>8</b>	<b>161</b>

**Investigative Team**

Decisions	MI reps	LS	M reps	NM reps	No mal	Omb disc	Outside jurisdiction	Total
2009 / 2010	1	29	0	0	52	22	16	120

## Appendix 2: Local Authority Report - Kent CC

For the period ending - 31/03/2010

Average local authority resp times 01/04/2009 to 31/03/2010

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
1/04/2009 / 31/03/2010	76	31.5
2008 / 2009	69	38.1
2007 / 2008	78	29.4

Types of authority	<= 28 days		29 - 35 days		> = 36 days	
	%	%	%	%	%	%
District Councils	61	22	17	6	8	10
Unitary Authorities	68	22	32	36	20	20
Metropolitan Authorities	70	58	52	60		
County Councils	58	60				
London Boroughs	52					
National Parks Authorities	60					



## Summary of complaints received from LGO since April 2010

### Summary of complaints received from LGO prior to 31 March 2010: decision now issued

Table 1

Reasons for the investigations	Number	Ombudsman decisions
<b>Children's Social Service</b>		
Unreasonable delay by KCC in responding to complaint	1	Local Settlement
Fault in how investigation re allegations about his son was handled	1	Ombudsman Discretion
<b>Commercial services</b>		
Unhappy with son's home to school transport arrangements and the lack of help received from previous complaints	1	Local Settlement
<b>Education</b>		
Administrative fault in testing in connection with parents application for their daughter to selective Kent schools	1	Ombudsman Discretion
<b>Kent Adult Social Services</b>		
KCC failed to inform her father about alternative care options	1	Ombudsman Discretion

#### Key to outcome categories:

**MI reps:** where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.

**LS (local settlements):** decisions by letter discontinuing our investigation because action has been agreed by the authority and accepted by the LGO as a satisfactory outcome for the complainant.

**M reps:** where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no injustice to the complainant.

**NM reps:** where the LGO has concluded an investigation and issued a formal report finding no maladministration by the council.

**No mal:** decisions by letter discontinuing an investigation because we have found no, or insufficient, evidence of maladministration.

**Omb disc:** decisions by letter discontinuing an investigation in which we have exercised the LGO's general discretion not to pursue the complaint. This can be for a variety of reasons, but the most common is that we have found no or insufficient injustice to warrant pursuing the matter further.

**Outside jurisdiction:** these are cases which were outside the LGO's jurisdiction.

**Table 2 A summary of the latest position of these 32 new complaints:  
(Directorate that the complaints relate to are set out in Table 3).**

Total new complaints 1/4/10 -30/6/10 of which:	Number
In hand ( <i>KCC collating information for the Ombudsman's investigation</i> )	
Ombudsman's decision awaited	16
Ombudsman decision issued - <b>Local Settlement</b>	1
Ombudsman decision issued - <b>Ombudsman's Discretion</b>	2
Ombudsman decision issued - outside <b>Ombudsman's Jurisdiction</b>	1
Ombudsman decision issued - <b>No evidence of Maladministration</b>	12
Ombudsman decision issued - <b>Maladministration causing Injustice</b>	0

**Table 3 Reasons for the investigations and Ombudsman decisions to date:**

Reasons for the investigations	Number	Ombudsman decisions
<b>Children's Social Services</b>		
Unsatisfactory handling of social services case	1	<b>No evidence of Maladministration</b>
Inadequate support since leaving foster care	1	
Inadequate responses to original complaint and did not make complainant aware of the appeals process	1	
<b>Education</b>		
Failure to ensure that daughter was provided with full time appropriate education whilst awaiting a school placement	1	
<b>Legal &amp; Democratic Services</b>		
Administrative fault when arranging an appeal against son's permanent exclusion from school and the consideration of that appeal	1	
Failure to deal with complaint and Freedom of Information request	1	<b>Ombudsman's Discretion</b>
<b>Legal &amp; Democratic Services &amp; Education</b>		
Administrative fault when dealing with application for Grammar School	7	<b>No evidence of Maladministration</b>
Administrative fault when dealing with application to C of E Primary School	1	<b>Local Settlement</b>

<b>Reasons for the investigations</b>	<b>Number</b>	<b>Ombudsman decisions</b>
Administrative fault when dealing with application to C of E Infant School	1	<b>Ombudsman's Discretion</b>
Administrative fault when dealing with appeal for place at Infant School	2	<b>No evidence of Maladministration</b>
Administrative fault when dealing with application for Grammar School	4	
Administrative fault when dealing with appeal for place at Infant School	1	
Administrative fault when dealing with appeal for place at Primary School	3	
<b>Kent Adult Social Services</b>		
Unsatisfactory handling of late mother's cost of care by Kent Care accounts	1	<b>No evidence of Maladministration</b>
<b>KHS</b>		
KCC failed to take any action to minimise risk of flooding to property	1	Outside <b>Ombudsman's Jurisdiction</b>
Lack of communication between KCC and Tonbridge and Malling Council	1	
Failure by KHS to take their noise complaint seriously and carry out appropriate tests	1	
Failure to properly advertise and consult with local residents about an experimental Traffic regulation order	1	
Incorrect information being supplied re Traffic Regulation Order for Clapper Farm Lane	1	
<b>Trading Standards</b>		
Failure by Trading Standards to properly investigate a false advertisement re coils from B&Q	1	<b>No evidence of Maladministration</b>