

Children's Social Care - Not upheld example – 18 006 789

The complaint

Miss X complains the Council has failed to properly assess or meet her needs as carer to her son Z. She said it had not offered her appropriate support and respite care. As a result, she says she has no quality of life and she and her son are completely isolated.

Miss X wants the Council to help with support from an appropriately disability trained social worker that understands her son's needs.

Outcome

The Council has assessed Miss X's needs as a carer without fault. It has also offered to reassess her needs to see if they have changed since the last assessment.

Children's Social Care - Upheld example - 17 016 977

The complaint

Miss X complains:

1. The Council failed to provide appropriate support in 2012 when she left a secure mental health unit to live at home.
2. The Council did not provide enough help and support to access education and mental health services in 2012.
3. When she contacted the Council in 2015 she was contacted by Specialist Children's Services staff. However, she complained the support provided since then was insufficient.
4. The Council did not provide a suitable response to her complaint and misled her due to her vulnerability.

Outcome

The Council agreed to pay Miss X £500 to reflect the failings in the support it provided following her discharge from hospital in 2012.

The Council agreed to pay Miss X £300 to recognise the failings in the way the complaint was considered and the time and trouble she was put to in pursuing her complaint further.

There was fault by the Council that it has remedied appropriately. I have now completed my investigation and closed the complaint.

Education - Not upheld example – 18 002 844

The complaint

Ms Q removed her two children, A and B, from their nearest school due to bullying issues with A. She applied for free school transport for both of them to their new school. The Council awarded A free school transport, but not B. Ms Q complains the Council did not properly consider:

- the impracticalities of only having one child on the school bus;
- the impact the bullying had on B and;
- the family's financial situation.

Outcome

The Ombudsman finds no evidence of fault in the way the appeal panel reached their decision.

Education - Upheld example – 18 007 520

The complaint

Mrs X complains about the Council's handling of the Education, Health and Care Plan (EHCP) process for her son. Mrs X is dissatisfied with the time taken by the Council to complete the process. Mrs X says she had to chase the Council for information as she was not kept informed of progress on the application or the reasons for any delay.

Mrs X says her son's behaviour deteriorated at school because he did not receive the specialist provision required to meet his needs.

Outcome

There was fault by the Council because of unreasonable delay in completing an EHCP for Mrs X's son. The complaint was closed because the Council agreed to remedy the injustice to Mrs X and her son.