

Action Plan following Ombudsman Reports – July 2011

Remedies – Case 1

Recommendation	Action Required	Responsibility	Progress/Timescale
1. Arrange for a suitably senior representative of the Council to apologise in person to H and her mother for its failings	1. Letter to H and her mother 2. Meeting with H's mother 3. Follow up meeting with H required 4. Following up meeting with H's mother and Chief Officer Social Care still required – to be arranged 5. Director of CS plus Lead Member to visit H and mother	1. Director of Integrated Children's Services 2. Director of Integrated Children's Services + Chief Officer Social Care 3. Director of Integrated Children's Services 4. To be arranged by Chief Officer Social Care 5. To be arranged by DCS office	1. Letter sent July 2011 2. Meeting held with Director of Integrated Children's Services; Senior Educational Psychologist and Head of Parent Partnership Services July 28 th 3. TBA 4. Parent initially did not wish to meet with social care. Has now agreed to do so and would like this to take place in September. 5. To take place as soon as possible subject to parent's availability.
2. Pay the family the amount it would have paid for the respite care that H missed.	1. Social Care to arrange payment to H's mother	1. Chief Officer Social Care	All compensatory payments made.
3. Arrange for H to be assessed by someone skilled and experienced in assessing the educational potential	1. Assessment jointly completed by	1. Head of Service Psychology and	1. Completed by Educational

and needs of children who are deaf with the specific brief to establish H's potential and to recommend the educational provision recommended by the skilled and experienced person	Educational Psychologist and Member of staff from the Hearing Impaired Service	Assessment / Head of Sensory Service	Psychologist and member of staff from DAHIT – July 2011
4. Make the educational provision recommended by the skilled and experienced person	Appropriate educational provision in place	Head of SEN	In place although still some refining required
5. Pay H's mother £50 per day for every day that H did not attend school because there would be no-one there able to communicate with her in BSL(this does not mean every day the H missed school as many days were lost because of illness)	NW SILC to calculate and fund this amount	Principal North West SILC	All compensatory amounts now paid.
6. Pay £1,000 to H in recognition of the pain, discomfort and indignity caused to her by the lack of provision to enable her to use the toilet or to change her incontinence pads sufficiently frequently	NW SILC to fund this amount	Principal North West SILC	All compensatory amounts now paid.
7. Discuss the case with Senior Staff and the Governors at the maintained school to understand the factors that resulted in the Governors deciding not to pay a competitive salary to Teaching Assistants with the specialist qualification of BSL level 2	Discussion with Principal and Governors and actions agreed.	Director of Integrated Children's Services and School Improvement Partner School Improvement Partners + Monitoring Officer and Senior Educational Psychologist Director of School Improvement +	<ul style="list-style-type: none"> • Initial discussions held with Principal and Chair of Governors – May 2011 • Review agreed and completed July 2011 and feedback given to Principal and Governors.

		School Improvement Partner attended extra-ordinary Governing Body	<ul style="list-style-type: none"> Further investigations agreed. To be completed by October 2011
9. Produce a statement setting out how H's experiences would have been different if the proposed new arrangements for Integrated Services for Children with Complex Needs had been in place.	Statement in place to support implementation of new service – supported by external investigation to be shared with parent at September meeting.	Complex needs service redesign lead	September 2011
10. Produce a statement setting out the governance arrangements for its proposed Integrated Services for Children with Complex Needs, the Specialist inclusive Learning Centres and its maintained special schools and how these arrangements relate to each other.	Statement in place and agreed by Members and all Stakeholders	Complex needs service redesign lead	September 2011