

Action Plan following Ombudsman Reports – July 2011

Remedies – Case 2

Recommendation	Action Required	Responsibility	Progress/Timescale
1. Fund Specialist provision up to a value of £2,500 to improve D's reading ability and educational attainment and encourage him to take up this provision. This funding should be over and above what would normally be provided for a care leaver and should be kept in trust, available for D until he reaches the age of 30.	Identify funding. Action plan in place. Arrangements in place for accessing funding.	Director of Integrated Children's Service	Funding identified and set aside for D's use. Meeting with family on August 16 th to finalise arrangements for use of fund.
2. Continue to try and identify a Mentor for D	Discuss D's requirements and identify mentor.	Chief Officer Social Care	At present D does not wish to take up a mentoring facility. This is to be reviewed at every statutory review/pathway planning review.
3. Apologise to Mr and Mrs. E for the stress and anxiety caused them by the maladministration identified above and, in recognition of this and the extraordinary efforts they made on D's behalf, pay them the sum of £3,000	Apology given in writing and in person. Funding identified and compensatory amounts [paid.	Chief Officer Social Care/ Director of Integrated Children's Service	All compensatory amounts paid. Written apology sent. Follow up meeting planned for August 16 th .
4. Request officers to report to the Executive or an appropriate Scrutiny Committee summarising the changes in services, policy and procedures since the events described in this complaint and provide a copy to Mr. and Mrs. E to reassure them that the problems they have faced have been properly addressed	Report prepared and considered by Executive Board.	Head of Education/Chief Officer Social Care	Report completed. To be discussed at the September meeting of the Executive Board.

