

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/010/2017 and 31/12/2017**

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
144695	<p>On 2015 – 2016 academic year, the Leaving Care Team awarded the young person a £5.500 grant to support him with his studies. He was of the understanding that this amount would be awarded to him until the end of his university degree.</p> <p>However, at the panel meeting at the beginning of the '16-17 academic year, the panel decided to significantly reduce the amount of the grant allocated to him.</p> <p>He tried to find clarification of the Council's policy regarding eligibility criteria for the £5500 grant. All documents were vague and imply that the grant is available on a yearly basis.</p> <p>Young person (YP) feels he has had to fight for support with his educational funding.</p> <p>The YP's case was closed. He wants his case reopened and to be supported by the Local Authority until the end of his course, that is 2020.</p>	16/10/2017	02/11/2017	Practice	Stage 1 Not upheld	<p>The Team Manager (TM) responded to the advocate: YP has recently started on a 2 year HND course which completes in July 2019. He has signed an Educational Contract which explains that a condition to receiving any financial support from Ealing he is required to demonstrate and evidence good attendance, progression, completion of all coursework and meeting the 20+ worker as required.</p> <p>It is not possible to guarantee or make promises of any finances to students ahead of monitoring</p>

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	<p>YP wants to receive the full £5500 yearly until the end of his course, as initially agreed</p> <p>YP requests a copy of the Local Authority’s policy which details how the £5500 grant is distributed. YP wants to know why he has not received the policy, despite requesting it for more than one year</p> <p>YP wants a review on how the panels operate and more consideration to be given on the inclusion of young people’s voices in decisions</p> <p>YP wants Ealing to acknowledge that they have a legal duty to support him until the end of his course, and not until his 25th birthday</p> <p>YP wants an apology from Ealing, regarding the handling of their policy and not understanding his educational needs.</p> <p>YP wants to know why it took so long for Ealing to put in place the educational assessment. YP wants</p>					<p>their commitment and progression throughout their course.</p> <p>Cases are presented termly at the Care Leavers funding panel where it is decided whether to release the next payment in accordance to the commitment and progression shown by the student. All the students’ individual circumstances are taken into account before deciding what amount of financial funding they receive.</p> <p>Prior to this course, the YP had received the full educational grant of £5,500 for two years. If he completes this HND course successfully he will have received a total of 4 years which</p>
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	Ealing’s policy on Education to be clear and concise and available for other young people to understand.					amounts to £22,000.  Due to his age where he will be over the age of 25, we will not be keeping his case open or supporting him financially for the 3rd additional year which is optional and is not part of the HND course itself. YP will be expected to fund this himself.
146231	<p>Young Person’s (YP) mother is not happy with the Independent Reviewing Officer (IRO) as she believes he has been rude to her children and that he has locked in a room. She believes the IRO is insulting and that her children have been disrespected. She feels her concerns have been ignored.</p> <p>The complaint was sent via the LGO – Local Government Ombudsman as it had previously not been investigated prior to sending it to the LGO.</p>	02/11/2017	20/11/2017	Practice	Stage 1 Not upheld	The allegations were investigated and found to be unsubstantiated. The outcome of the investigation as sent to the LGO. The LGO was also advised that the complainant is in constant contact with various Social Workers and managers and makes various allegations against professionals that are not upheld.

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145399	YP has complained via his advocate that he has not received a copy of his Pathways Plan, in spite of requesting this a number of times and this is making him anxious.	10/11/2017	14/11/2017	Practice	Stage 1 Not upheld	<p>A response was sent to the advocate advising that a meeting was held on the 3<sup>rd</sup> November 2017 and attended by the YP. The YP's Pathway Plan was discussed at the meeting and a copy of the Plan was given to the YP.</p> <p>The YP did not agree with the Pathway Plan.</p>