

From: Sam Plester
To: [REDACTED]
Date: 29/10/2009 12:23:37
Subject: LB Waltham Forest response to enquiry: Mrs Smith enquiry

COUNCIL STATEMENT:

Cllr Liaquat Ali, Cabinet Member for Children and Young People Services, said: "Miss Smith did not receive the standard of service she deserved and the Ombudsman has quite rightly upheld her complaint. The Council owes Miss Smith an apology and I make that apology on behalf of the Council unreservedly.

"Waltham Forest Council, particularly our social workers, have a huge responsibility as guardians of some of the most vulnerable people in the borough. Ensuring their welfare is a responsibility that we all take extremely seriously.

"As a service provider and as a local authority, Waltham Forest has made real improvements in the five years since Miss Smith first contacted us, but complacency is not, and cannot, be a part of our business.

"I have discussed the Ombudsman's findings with staff and am confident the report's recommendations will be put into place as we continue to improve our services."

ENDS.

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Waltham Forest are calling for back-up. We have launched a major new campaign to secure an additional 120 police officers for the borough.

Sign our online petition and find out more - <http://www.walthamforest.gov.uk/backup>

In case of emergency, contact the Out of Hours press officer on 07966 915 157.

ENQUIRY:

Has there has been any disciplinary action and / or re-training in light of the Ombudsman's report?

RESPONSE:

Cllr Liaquat Ali, Cabinet Member for Children and Young People Services, said: "As a service provider and as a local authority, Waltham Forest has made real improvements in the five years since Miss Smith first contacted us, but complacency is not, and cannot, be a part of our business.

"I have discussed the Ombudsman's findings with staff and an action plan is currently being developed to ensure all recommendations of the report are put into practice.

"As part of this action plan, social workers and senior staff alike will all undergo training to develop and improve their skills further, specifically regarding complaints procedures."

NB. The Ombudsman made no recommendation that disciplinary action should be taken.