



SEND Crisis Warwickshire

Information Management
Shire Hall
Warwick
CV34 4RL
Telephone 01926 412211
Email brucegreen@warwickshire.gov.uk

Please ask for Bruce Green

Our ref: 6675972

Your ref:

Date: 19th May 2021

Dear SEND Crisis Warwickshire

Freedom of Information Act 2000

Your request for information has been considered by Warwickshire County Council under the Freedom of Information Act 2000.

I can confirm that some of the information you have requested is held by Warwickshire County Council.

However, please be advised we are unable to provide all of the information you have requested. This is because some of the information you have requested is not held by Warwickshire County Council.

Please see below for further details and explanation.

You asked us:

Freedom of Information request.

Please supply separate data for each calendar year 2019, 2020 and 2021 up to the date the request is fulfilled for each of the following:

We advised you that we could not provide all of the information to answer your request within the 18 hour limit outlined in Section 12 of the Freedom of Information Act 2000, and on 3rd May you informed us that you were happy to proceed with us answering your request for 2020 and 2021 only.

1. Number of complaints received by WCC in 2020, 2021 regarding any aspect of a child's support for their SEND (special education needs and / or disability)

linked to provision by any and all education settings, SEND & Inclusion (including SENDAR), Children & Families, WCC specialist support services across health, social care and education.

2020 = 16.

2021 = 15.

2. Of these complaints received for each calendar year, how many were assessed and investigated under the corporate complaints process, and how many were assessed and investigated under the Children's Act complaints process?

2020.

We do not record this information, however we can confirm the cases were considered under:

13 = General

<https://api.warwickshire.gov.uk/documents/WCCC-550390340-762>

3 = Children's Social Care

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/273895/getting_the_best_from_complaints.pdf

2021.

We do not record this information, however we can confirm the cases were considered under:

11 = General

<https://api.warwickshire.gov.uk/documents/WCCC-550390340-762>

4 = Children's Social Care

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/273895/getting_the_best_from_complaints.pdf

Please follow the links above for further information about these processes.

3. Of these complaints received for each calendar year, how many were upheld or partially upheld?

2020 = 10.

2021 = 1.

4. Of these complaints received for each calendar year, how many remain currently open?

2020 = None.

2021 = 5.

5. Of these complaints received for each calendar year, how many took longer than statutory timeframes to complete?

2020 = 5 exceeded 20 working days.

2021 = 1.

6. Of these complaints received for each calendar year, how many were escalated to the Local Government Ombudsman and / or the Parliamentary and Health Service Ombudsman?

2020 = None.

2021 = None.

Yours faithfully.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management
Shire Hall
Warwick
CV34 4RL
inforights@warwickshire.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 0303 123 1113
Website: www.ico.gov.uk

I will now close your request as of this date.

Yours faithfully

Bruce Green
Information Rights Officer