

**Ealing Council**

Jasmine Cameron  
[jasmine.cameron79@gmail.com](mailto:jasmine.cameron79@gmail.com)

Ealing Council  
Freedom of Information  
3<sup>rd</sup> Floor, North East  
Perceval House  
14-16 Uxbridge Road  
London W5 2HL  
Tel: (020) 8825 5000  
Email: [foirequests@ealing.gov.uk](mailto:foirequests@ealing.gov.uk)

Your ref:	Our ref:	Extension:	Date:
	<b>24-0178</b>	<b>0208 825 8367</b>	<b>30<sup>th</sup> January 2024</b>

Dear Jasmine Cameron,

## **FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST**

Thank you for your Freedom of Information request received by the Council on 26<sup>th</sup> January 2024.

### **Your request:**

**My request relates to complaints made by residents regarding the council's provision of child social care services...**

**In instances where the local government and social care ombudsman upheld complaints and recommended compensation, how much was paid out?**

- **Please provide the figures per financial year for the following years 2019/20, 2020/21, 2021/22 and 2022/23**  
**i.e. in 2019/20, 20 complaints regarding its provision of social care services were escalated to the local government and social care ombudsman. In one instance the complaint was upheld and compensation of £1,600 was paid**

**Please note: if for data protection reasons you are unable to provide the figures broken down by year, please collate the figures over the four-year period.**

- **I.e. between 2019/20 and 2022/23, a total 30 complaints were escalated to the ombudsman, 12 complaints were upheld, and compensation was paid out in four instances amounting to £1,600**

Your request has been assessed and the following information is provided in response:

Under Section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. This information is held on the LGO's website where you can find all the outcomes and recommendations, including compensation payments, themselves.  
LGO website:

## [SearchResult - Local Government and Social Care Ombudsman](#)

You are free to use this information for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. Any other type of re-use, for example publishing the information, issuing copies to the public or marketing, will require our permission as copyright holder. If you intend to re-use this information in this manner you must apply to us.

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Governance Team at: [foirequests@ealing.gov.uk](mailto:foirequests@ealing.gov.uk).

Or by post to:  
Freedom of Information  
3<sup>rd</sup> Floor, North East  
Perceval House  
14-16 Uxbridge Road  
London W5 2HL

Details of complaints process can be found at:  
[http://www.ealing.gov.uk/info/200640/freedom\\_of\\_information/1550/making\\_a\\_complaint\\_or\\_appeal](http://www.ealing.gov.uk/info/200640/freedom_of_information/1550/making_a_complaint_or_appeal)

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

Kam Ubhi  
Information Governance Officer

