

Name of provider and status	Contact helpline case study – September 2018
Role of author	Helpline parent adviser (SEN team)
Background details:	Name: Young person L Gender: Female Age: 19 Condition: Down’s syndrome, speech delay, hearing impairment SEN status – EHC plan Type of provision – specialist college
Brief reason for selecting:	Contact helpline common concerns: post 19 education and social care assessments. Opportunity to highlight Ombudsman decision reference number: 16 012 609 (4 July 2018).
Overview of the issues:	Email enquiry from Mrs W parent of YP L. Young person has moved from a general FE college to a specialist college for post 19. Mrs W applied for transport but was turned down on grounds that L is not a continuing learner and is not eligible for social care support. Mrs W said she had to catch 8 buses a day to get L to college safely. L has not had a proper social care assessment, only a brief phone call. Mrs W would like a taxi to be provided for L. Mrs W has been told to go to the Ombudsman (LGSCO) but she is unsure of how to do this.
Areas relating to:	Transport for young adult learners with EHC plans/Local authority transport policies/Social care assessments for young adults/complaints.
Advice and information provided:	<ul style="list-style-type: none"> - The parent adviser clarified LA duties to publish transport policy for 19-24 year olds - We advised on the LA duties to provide free transport for 19-24 year olds where necessary. - We signposted Mrs W to a recent LGSCO decision reminding LAs of these duties. <p>We further advised for Mrs W of the following to enable her to move L’s case forward:</p> <ul style="list-style-type: none"> - Ask LA to reconsider the decision in light of LGSCO decision. - Explained duties on social care assessments for adults including being appropriate and proportionate. - Advised that Mrs W could make a formal complaint if she is not happy with the social care assessment. - Signposted Mrs W to the LGSCO website as she for next steps regarding L’s case. - We kept record of Mrs W’s enquiry and encouraged her to get in touch if she requires further help or advice.

Anticipated outcomes: (we do not case work or follow up on individual enquiries)

- Mrs W has a better understanding of LA duties regarding college transport and social care assessments.
- Mrs W has the correct information to make an effective complaint.
- LA provides L with suitable transport to college.
- L receives a full social care assessment from the LA.
- Mrs W receives as carers assessment from the LA.