Foi Enquiries

From: Foi Enquiries
Sent: 27 November 2018 15:45
To: [redacted]
Subject: FOI-18-1617 - Support Plans
Attachments: V2 - Further Information - Right to Review & Appeal.pdf

Dear [redacted]

Thank you for your information request of 30 October 2018. Aberdeen City Council (ACC) has completed the necessary search for the information requested. Our response is now detailed below.

- **How many Co-ordinated Support Plan (CSP) requests for children Additional Support Needs (ASN) have been received by the local authority each year for the past five years;**
  We do not keep records of the number of CSP requests to support children Additional Support Needs (ASN) so can only detailed the number of all initial requests for a CSP.

  2018 5
  2017 1
  2016 5
  2015 2
  2014 2

  ACC is unable to provide you with information on **number of Co-ordinated Support Plan (CSP) requests for children Additional Support Needs (ASN) received by the local authority each year for the past five years** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

- **How many CSPs have been implemented for children ASN by the local authority each year for the past five years;**
  We do not hold this information in a way that can be easily reported. We have listed below the number of CSPs in place across the Local Authority.

  2018 22
  2017 32
  2016 31
  2015 33
  2014 27

  ACC is unable to provide you with information on **number of CSPs have been implemented for children ASN by the local authority each year for the past five years** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

- **How many letters of complaint have been received by the local authority from parents and carers in relation to the process of getting a CSP implemented for a child ASN each year for the past five years.**

  2018 0
  2017 0

2016 0
2015 1 (The complaint was regarding the implementation of a Coordinate Support Plan from 2014 to date).
2014 0

Please note that we follow the Scottish Local Authority Complaints Handling Procedure, which was introduced in 2012. Under this procedure, a 'complaint' is defined as "an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf". There are some topics that cannot be considered as a 'complaint', such as a first-time request for a service or a general enquiry. Please also note that the information above is in relation to formal complaint.

We hope this helps with your request.

Yours sincerely,

Salomeh Kheyri Rad
Access to Information Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Salomeh Kheyri Rad | Access to Information Officer
Aberdeen City Council | Information Compliance Team | Customer Feedback |Customer
Marischal College | 3rd Floor | Broad Street | Aberdeen | AB10 1AQ

Dial: 01224 522166
www.aberdeencity.gov.uk | Twitter: @AberdeenCC | Facebook.com/AberdeenCC