

Service Improvements and Outcome Actions at Stage 1 - 2014-15

Ref	Description	Stage 1 Final response	S1 Outcome	S1 Action Details	S1 Svc Improvements
<u>Children with Disabilities Team (CWD)</u>					
CS14/050	Unhappy with outcome of assessment, requesting a further assessment	19/08/2014	Partially Upheld	Ack and apologised for delay in timely response from Social Worker. Ack data breach and apologised for distress caused.	Data breach procedures addressed with all members within the team
<u>Conferencing & Review Team</u>					
CS14/017	Unhappy conferences keep getting cancelled	20/06/2014	Upheld	Apology offered for error in communication	Will reinforce that Conference Chairs must be clear about communicating changed arrangements

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<u>Family Support</u>					
CS14/001	Unhappy with the way SW handling case and unhappy asked to leave a Core meeting due to refusal to provide medical records	04/06/2014	Partially Upheld	Apologised for delay in issuing meeting minutes and offered a commitment that core group minutes will be sent out in good time before the next core group meeting.	Social worker to request that another professional records the minutes of the meeting as it can be difficult to chair and minute at the same time If someone's opinion (rather than fact) is being noted in the minutes, this will be recorded word for word If either of party do not agree with what is being said in the meeting, complainant will specifically request that it is recorded in the minutes that they do not agree with this. The Social Worker to go through the minutes with complainant at the end of the meeting, prior to writing these up.
CS14/003	Concerns regarding contact arrangements and not enough information provided about the children.	27/03/2014	Partially Upheld	Clarification provided regarding contact arrangements, apology offered for confusion regarding contact details	Contact book will be introduced to share information about the children
CS14/009	Complaint regarding the lack of notice given prior to CIN meeting. Complainant unable to attend due to lack of notice and advised meeting would proceed without their input. Also fail to receive minutes until the meeting	04/06/2014	Partially Upheld	Apology offered for not receiving meeting minutes in timely manner.	Agreed the need for meeting minutes to be issued in a timely manner. Timescales should be agreed and monitored.

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<u>Family Support</u>					
CS14/038	Unhappy with the lack of support from CSC in relation to childcare costs for a child currently placed with her and the lack of information/ guidance supplied regarding applying for an SGO.	30/07/2014	Upheld	Payment of Nursery fees agreed and apology given for delays	
CS14/063	Complaint regarding information available in a report to other family members- believes this is a breach of his confidentiality.	02/10/2014	Partially Upheld	Acknowledged distress caused by confidential information being shared.	Steps have been put in place to minimise/prevent a similar occurrence in the future.
<u>Leaving Care</u>					
CS14/036	Concerns regarding the decision to give a 28 day notice to move from current children's home to a semi-independent unit, request for a freeze on placement move whilst complaint is investigated	28/07/2014	Upheld	Apology offered for unclear communication and experience.	Identified need for better communication and closer working with young people in this situation. Better planning needs to be put in place regarding transition into independence. Commissioning service (ART) will be asked to review with providers how they give notice to placements so that no future misunderstandings occur.
CS14/111	Alleges Childrens Social Care have not fulfilled Pathway Plan and also that family have been let down by the Department. With elements of compliments for previous Social Workers	19/03/2015	Partially Upheld		Recognition that the young person did not get their full entitlement from the leaving care team, Provisional driving licence and passport have now been offered. The opportunity to take place in consultations/ feedback sessions has also been offered.

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<u>Looked After Children</u>					
CS14/077	Contact has not been arranged to see their niece (in care) - contact was promised for half term but was not arranged	04/11/2014	Partially Upheld	Acknowledged communication could have been better and that contact did not take place as planned	Team have reviewed expectations of Duty worker to ensure messages are not taken and left unrecorded
CS14/083	Unhappy with conduct of SW	22/12/2014	Partially Upheld		Young person should be told when decisions affecting them are being submitted to Panel and receive feedback from SW about the outcome of the panel
CS14/084	Unhappy with the manner in which Foster Carer assisted with move to new placement	10/12/2014	Partially Upheld	Acknowledged complainant felt hurt by certain actions. Apology offered for SW agreeing clothes could be packed in bin bags for move to new placement. Apologised for delay in getting possessions to customer more quickly. Goodwill gesture offered for a gift to the value of £30.00	Social Workers to advise Foster Carers that preparation for a young person's exit from a foster home should be planned and only take place with the appropriate luggage.
CS14/115	Unhappy that SW does not appear to be taking her concerns about her children seriously	12/05/2015	Partially Upheld	Agreed too many different SW allocated to case, will allocate a permanent SW. Upheld that information should have been shared in a more timely manner	Team Manager to raise confidentiality within the court environment with team to improve the team's practise. Reminded Foster Carers of the need for them to cover any incidents throughout the period between contacts