

Peterborough City Council
 Childrens Social Care complaints
Service Improvements identified - 2015-16
 Complaint Receipt Date between 01/04/2015 and 31/03/2016

Ref	Informal Outcome	Department	S1 Outcome	Description	S1 Svc Improvements	S1 Action Details
CS15/058		CSE/ Screening/ MASH Team	Partially Upheld	Unhappy with lack of support and conduct of CSC Department	Complaint has contributed to the learning of the team and how they communicate with parents who do not live with their children. In future team will ensure both parents views are obtained to assist in decisions and to feedback to both parents to ensure parents are clear why decisions have been made	Apologised for any upset experience whilst working with CSC team. SW apologised that their information misled customer. Acknowledged incorrect contact number was on system, this has now been updated correctly.
CS15/079		Family Support	Partially Upheld	Unhappy with conduct of Social Workers dealing with families case	Lesson learnt with regards to how students are introduced to families	Confirmed higher volumes of calls due to new social work student as part of his training needs and learning
CS15/037		First Response	Upheld	Unhappy info has been shared with CAF Team without consent.	Reinforce the need for clear explanations to be given to parents in similar situations and also ensure that the written consent form is completed.	Apology offered for consent not being obtained before information was shared with other agencies. Apology offered for the conduct of a member of staff.
CS15/051		First Response	Partially Upheld	Unhappy about the way in which the CSC Team have handled her family.	Manager will take this learning forward with staff to ensure it does not happen in the future. Reinforce with staff that agreement for agency checks must be sought from the caring parent	Apologised that the communication with customer was limited and that there was little explanation provided as to what CSC were doing and why. Acknowledged that this has not assisted in providing clarity about the intervention and the decision making process. Acknowledged that the customer should have been contacted prior to checks being made. Apologised if the communication with social workers was less than helpful and would seek to reassure that the learning from this complaint will be shared with the staff as a whole.

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CS15/053		First Response	Partially Upheld	Unhappy with conduct of SW and also unhappy with report claiming it contains factual errors	Raises the importance of including fathers who have parental responsibility in all assessments	
CS15/071		First Response	Partially Upheld	SW conduct	Spoken with SW about body language and how people might perceive it. Discussed with SW how she could have sent a letter regarding meeting. Raised with all team members to not use terminology that families will not understand. Team Manager will compile a leaflet to ensure terminology is clearly understood by families and young people	SW offered apology for coming across as impolite. SW should have sent letter to confirm meeting with her contact details on it. SW ack that she may have come across as scripted. Agreed as part of SW development she could be supported to develop a more empathetic approach. Apology offered for not confirming if it was a convenient time for customer to speak with SW. Confirmed communication has fallen short of what is expected from a SW. Confirmed family member should have been advised of safe guarding concerns when they occurred rather than a year later
CS16/001	Partially Upheld	Fostering		Unhappy received means test regarding allowance agreed in court for SGO	Better tracking of court directed allowances	

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CS15/084		Leaving Care	Partially Upheld	Complaint regarding advice given by a Social Worker to two girls in her care	Manager addressed the detail of the complaint with the individual workers and the management of the service in a style designed to improve the culture of communication across the service. This will be followed up by practice workshops for personal advisers, social workers and carers.	Could not confirm conversations between SW and personal advisers as true or otherwise, however agreed tips on how to 'run away' would be inappropriate. Believes always improvements to be made in the way 16 plus team communicates with young people and their carers.
CS15/013	Partially Upheld	Looked After Children	Upheld	Not informed that his daughter is back in care	Inform all relevant parties (both parents) when a child goes into care	Apology offered for not informing complainant that his daughter had gone into foster care

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