

Appendix 1
Childrens Social Care Annual Service Improvements Report

Ref	Description	S1 Outcome	S1 Action Details	S1 Svc Improvements	S1 Improvements Delivered
Adoption					
CS12/062	Adoptee complaining that correspondence from her mother has not been forwarded to her.	Upheld	Apology issued & sent cheque for £20 to cover the cost of the lost voucher.	The letterbox system has now changed. There are now two members of staff, so that if one of them is not available, then the other is able to deal with any post or enquiries. Confident therefore that this incident could not occur again.	Completed
CIDs					
CS12/032	Complaint about children with disabilities team still not having a OT from mother who is struggling to lift her disabled son who requires a mobile hoist.	Upheld	Independent OT appointed	Ensure that cases are not held up by a lack of OT	Adult Services have been commissioned to provide OT – no waiting list
Clare Lodge					
CS12/078	Handling of her daughters care at Clare Lodge, lack of contact with her daughter etc	Partially Upheld	Apologies issued for some incidents and explanations offered.	When a parent calls the unit a call back request will be taken, rather than keeping the caller holding on the line.	Completed. Ofsted report 'good' with outstanding features.
DIS					
CS12/085	Unhappy about the manner in which she was spoken to by a worker.	Not Upheld	Visit to the family to discuss the works that had been carried out and understand why it had been done in this manner.	DIS Team to review how to explain their role and how they will be interacting with families.	New Team Manager. Practice workshop held about how to conduct casework.
Family Support					
CS12/002	Complaint regarding not being informed of a cancelled contact session	Upheld		Social Workers to be reminded that leaving messages with important information on a voice mail is not acceptable, information should be passed on directly to parents/ carers.	Reinforced through supervision. The Team Manager has now left.
CS12/004	Unhappy with SW - lack of contact & various other concerns.	Partially Upheld		Carers reminded of the need to seek dental treatment promptly for any urgent issues. Contact arrangements should be cancelled by SW if either party cannot attend	All contact now provided in-house; cancellations dropped significantly.
CS12/009	Complaint regarding the attitude and conduct of Social worker	Partially Upheld	Apology issued that parent feels excluded from decision making for his son	SW has been reminded to include father in decision making relating to his son	More focus on how to involve non - resident father's is being covered in staff training

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CS12/010	Complaint regarding lack of support from social worker and lack of information regarding moving to the Adult SC team	Upheld		Ensure that benefit applications are referred to the benefits agency promptly so that they are not delayed by social care	Procedures reinforced
CS12/021	Complaint regarding the way the case has been handled by Social care - Being informed that CSC involvement would cease but this is still ongoing and the way the father feels he has been treated by social care	Partially Upheld	Following a conciliation meeting the client was offered compensation for the delay and stress delays by the department caused him	R & A timescales now more closely monitored	Timescales monitored daily/weekly at performance meeting by AD and monthly by DMT
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CS12/057	Complaint regarding not enough social workers attending a conference, resulting in the conference being postponed to another date. Not happy with Social Cares involvement with her family.	Upheld	Apology issued for inconvenience & distress caused by having to re-schedule conference due to not enough staff attending the original conference and the required report not being produced	Ensure that staff members attend conferences, or provide cover if not available & ensure that reports are produced on time.	Team Managers instructed to attend all CP Conferences
CS12/064	Complaint regarding actions of Social care dept – delays in removing a parent who was a potential risk from the home and the time then taken to do an assessment on the family.	Partially Upheld	Response detailing actions taken and apologising for delays, not acting promptly etc	A review of the case will be undertaken and this will enable Children's Social Care to learn lessons for the future.	Review of case undertaken and briefings to staff and partner agencies to be delivered as a result
CS12/068	The Social Care department have failed to Safeguard the children from their mother	Partially Upheld	Apology issued for changes to SW resulting in CP plan not being fully followed. However failure is also due to some non-compliance from the mother.	Try to decrease changes to SW	Less agency staff in place; restructure completed to establish less transitional phases
CS12/076	Failure to update complainant and maintain regular contact.	Partially Upheld	Discussed with SW	All Parties should be informed of court outcomes etc	Reinforce existing procedure and letter from legal

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Leaving Care					
CS12/037	Unhappy to be moved from his care home as he does not feel ready for independence	Upheld	Decision regarding move has been changed - complainant no longer to move out of his placement	When the move does happen in the future the move will be discussed fully with the service user and ongoing support will be put in place to help him settle into new home.	Presented to PASP – support provided. In all cases young person's view sought and taken into account.
Looked After Children					
CS12/041	Complaint regarding cancellation of contact with his brother. Complaint captured by IRO.	Upheld	Apology issued that contact was cancelled at short notice and mother was not notified	Arrangement for next contact should be prioritised	Reinforce existing procedures - completed
CS12/043	Complaint raised by child's foster carer regarding a delay with SW signing a consent form for a school trip.	Upheld	Senior manager signed form to ensure the child could go on the trip	In future the team manager and foster carers will be reminded that foster carers have delegated authority to sign consent forms for school trips	Completed
CS12/044	Complaint regarding not being informed that her children's SW was not in work, therefore delaying contact with her children.	Upheld	Apology issued - case now allocated to a temporary sw	Ensure that cases are swiftly allocated to covering SW when the current SW is out of the office. Ensure that messages are passed on promptly	Business Support now in FS to receive messages
CS12/053	Complaint regarding not receiving information about her son.	Partially Upheld	Apology issued for poor transfer of the case from the Family Support team to the Looked after Children team	Ensure transfers happen smoothly and parents/ service users are kept informed throughout	Transfer meeting takes place weekly with Team Managers
CS12/079	complaints regarding reduced contact with her son, being informed of changes to meetings etc at late notice and the lack of contact/ response to emails sent to SW.	Partially Upheld	Apology issued for not being notified of the cancelled meeting by phone (meeting cancelled late notice due to sickness)	When arrangements change at late notice parents etc should be notified by phone not email.	Reinforce good customer care
CS12/091	Complaint regarding not being informed about visits	Partially Upheld	Apology issued for the mis-communication	A robust contact plan has been put in place	Completed

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Permanency & In Care					
CS11/089	Number of issues relating to a foster child currently living with them - lack of response from department	Upheld	Apology issued for PSM minutes not being provided and SW not visiting placement frequently enough	1) Robust processes will be put in place for the taking and passing on of messages2) Staff will be reminded of the importance of Placement Support meetings3) Staff will be reminded of the expected minimum frequency of visits to CIC	New fostering procedures implemented
CS12/007	Complaint regarding a video link with her granddaughter being cancelled without prior notice	Upheld		Contact attendees should be notified of cancelled contact sessions in advance	Noted. Reinforce existing procedures.
CS12/025	Complaint from foster parents about the way their Foster Child was removed from their care	Partially Upheld	Apology issued and fostering panel rescheduled to allow sufficient time to read, digest and provide a written response	Ensure that Foster Carers are given the opportunity to read, digest and respond to the report.	Any change in placement now goes to PASP panel
Referral & Assessment					
CS12/048	Complaint regarding a decision made about a child's placement	Partially Upheld		Work will be undertaken with the parents to support them to enhance their ability to protect their children	Completed. Individual casework.
CS12/055	Complaint regarding the placement of her child	Upheld	Apology issued for limited contact by sw.	New SW appointed, future assessments/ reports will be more balanced.	Completed. Individual casework.
CS12/090	Complaint regarding the attitude and conduct of SW	Partially Upheld	SW spoken to regarding lateness - apology issued	Families should be contacted if SW is running late and offered an alternative appointment time/ date	Reinforcement of existing good customer care
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Safeguarding					
CS12/072	Complaint regarding the attitude and conduct of their foster children's IRO	Partially Upheld	Officer interviewed	Correspondence/ emails should be reviewed prior to sending to ensure that they will not cause unnecessary distress/ confusion	Individual casework issue addressed