

## Service Improvements and Outcome Actions 2016-17

## Appendix B

Ref	Description	Stage 1 Final response	S1 Outcome	S1 Action Details	S1 Svc Improvements
CS16/044	Circumstances and finances are less than when the adoption went through and have been declined further financial support.	07/11/2016	Partially Upheld	A review of adoption allowance will be conducted. Apology offered for data breach and risk assessment will be carried out	
CS16/005	Complainant unhappy with SW conduct and arrangements for contact.	18/04/2016	Upheld	Confirmed matter should have been brought to TM and IRO attention earlier. Understood that customer not made aware that desire for 2 night stay had not been agreed. Agreement was not shared as it should have been. Confirmed staff could have been clearer about their thinking. SW will apologise directly to complainant. Confirmed upheld as complainant could have been more involved with the planning and it could have been made clearer at a earlier time	
CS16/017	Unhappy with conduct of 2 Social Workers. Also unhappy PEP meeting went ahead without interpreter for Mother	09/08/2016	Partially Upheld	Accept that the interpreter should have been booked for a sufficient length of time to cover both the CCR and the PEP meeting. Apologised to the family for any upset and inconvenience and would like to assure both the young person and the family that this will not happen again.	
CS16/027	Unhappy with delay in notification that Foster Carer dropped child resulting in child fracturing leg. Also unhappy not received hospital notes detailing incident	09/08/2016	Partially Upheld	Apology offered for family not being notified on the day of the incident	
CS16/035	Unhappy with proposal to cease staying put arrangements for young person	28/09/2016	Partially Upheld	Staying put payment agreed and panel have agreed similar arrangements should be available for other care leavers	
CS16/037	Young Person not happy with his new Social Worker.	28/10/2016	Partially Upheld	Change of Social Worker Agreed	
CS16/057	Complaint made by NYAS on behalf of YP in care. YP care plan states that he will remain in long term foster placement with his current carer this was 2 years ago and the LA have failed to arrange.	01/12/2016	Upheld	SW to file papers to court by for young person to remain with his foster carer instead of continuing on an adoption plan.	

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CS16/021	Complainant is unhappy allegedly with what appears to be a lack of interest by SW in her family. Complainant alleges SW are aware of her family's needs and situation.	08/07/2016	Partially Upheld	Agreed lack of decisive action from the services prior to case moving to 0-25 Team must have been very concerning. Apology offered from Family Support Team for family not receiving help or appropriate visiting after CP conference. Apologised change of SW caused unacceptable delay. Acknowledged help could have been started earlier	
CS16/067	The complaint is regarding a lack of support for child who has extra needs. Complainant is not happy with SW and feels the recent C&F Assessment contains information which is factually untrue and also that an insufficient amount of time was spent with the child in order to carry out a proper assessment.	16/02/2017	Partially Upheld	Inaccuracies in assessment to be corrected and resent	
CS16/006	Customer has requested a new SW as they believe the current one is holding them back as they are not doing their work to the correct time frame. Customer also feels SW does not like them and they would like a SW that will stick to what they say.	27/04/2016	Partially Upheld	Team manager agreed that initially there was some delay in SW arranging observation of contact with the child , however when SW tried to re-arrange this it was turned down by mother.	
CS16/030	Unhappy with current SW, they find it very difficult to work alongside her.	14/09/2016	Partially Upheld	Apology that customer did not feel supported or understood at the time or matters were not explained to her properly. .New SW allocated.	Comments which will be used as a learning experience in order to prevent further similar situations in the future.
CS16/031	Unhappy with lack of professionalism and knowledge of staff. Requesting reasonable timescales to complete their action plan and risk assessment.	15/09/2016	Upheld	Apology offered for delay in allocating piece of specialised work. Apologised for the inconvenience and stress that it has caused the family	
CS16/036	Parents unhappy with social worker	03/10/2016	Partially Upheld	Apology offered that SW did not share conference report until evening before conference which does not give customer	

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				sufficient time to digest the information and reflect on events	
CS16/039	Unhappy with inaccuracies in report, conduct of SW and time taken to complete risk assessment	02/11/2016	Partially Upheld	Apology offered for assessment being late and for spelling error and inaccuracy in report	Raise these issues with social worker to inform better practice in the future.
CS16/048	Alleging inaccurate notes taken in CIN meeting	03/11/2016	Partially Upheld	Acknowledged there was error on CIN minutes. Case note added to reflect true account of events.	
CS16/052	Unhappy that there has been no contact from SW for 3wks and also feels CSC is not acting in child's best interest. Has been hung up on - on the phone and has requested a call from a team manager and hasn't received a call back. Has also not received notes from a meeting.	22/11/2016	Upheld	New SW allocated to child.	
CS16/079	Would like to complain about their children's SW and that they have still not received information about their children's CIN status.	11/04/2017	Partially Upheld	Feedback given to social worker about being better organised and keeping parent informed	
CS16/009	Complainant is unhappy with her SW, she believes the SW has removed her children to their father under false pretences, and SW has not returned her children to her care as agreed.. Also alleges SW has shared her information with her children's father and struggles to make contact with SW as she is a part time worker. Complaint further relates to Manager of SW as complainant alleges Manager is failing to return her calls.	08/06/2016	Partially Upheld	Apology offered for lack of communication	
CS16/012	Complainant unhappy with original SW and the initial report the SW made regarding their family as they believe there are inaccuracies that need changing. They are also unhappy as they requested SW's TM to call back but	20/06/2016	Partially Upheld	Agreed lack of substantive evidence in SW assessments. Agreed the need for social workers to share their reports with families before they are authorised by the Team Manager. Agreed family should have been informed of newly allocated SW. Apology offered that SW was not	Spoken to SW about the importance of engaging with families in a manner that encourages dialogue and checking interpretations and will ask her supervisor to continue to monitor this as part of her ongoing professional development.

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	they never received the call.			prepared for visit. Agreed not acceptable for SW to not respond to all calls. Apology offered by TM for not responding to one telephone contact.	Reinforces the need for social workers to share their reports with families before they are authorised by the Team Manager and will ensure that this expectation is reiterated to all social workers in service area and that this is monitored by the Team Managers going forward. Next Management meeting will reinforce the need to let families know about newly allocated SW's. 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.
CS16/014	Customer is unhappy with issues surrounding his SW. Customer was assured his daughter would be allocated an early years nursery place but due to issue with a form to be completed , child is still not attending nursery. Customer also alleges SW never appeared for an appointment and failed to contact them..	06/07/2016	Partially Upheld	Apologised report made customer feel let down, however, advised customer had not highlighted inaccuracies in order for the report to be amended. Apology offered for the way meeting took place with SW, however this was deemed the most suitable way considering the circumstances. Apology offered for leading customer to believe that funding would be provided immediately. Apologised given incorrect information by SW team. Agreed miscommunication between SW's and customer and they offered apologies for this.	Both SW's acknowledge they need to have clear and effective communication in order to minimise similar event occurring again
CS16/015	Professionalism of the SW. Process and whether this was followed. Inaccurate information and SW not making requested amendments. School not being advised of outcome. Their CSC record / access to particular documents / record being removed / impact on their futures. Lack of an apology / recognition of impact	08/07/2016	Partially Upheld	SW apologised for talking about her workload and impact on her own family. Apology that SW did not process errors in report as agreed and did not respond appropriately.	Should similar case happen again it is agreed the CSC department would review all additional information daily to ensure the most appropriate decisions are made. Addressed with the team that all agencies involved in assessments be notified of the outcome.
CS16/023	Father unhappy CSC not taking action following several referrals about the safety of his son when in care of the	27/07/2016	Partially Upheld	Apology received if customer did not receive letters confirming actions taken and explaining the outcome of CSC involvement	TM has spoken with team and informed them that parents should always receive a letter explaining the outcome of our

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	mother.				involvement. In future TM has asked team to ensure that both parents' views are obtained to assist CSC in their decision making and to feedback to both parents and to ensure that parents are clear why CSC have made their decisions and that letters are sent, so parents have a written record of CSC involvement and outcome.
CS16/026	Unhappy SW did not respond following customer sending a letter detailing parts of assessment customer was unhappy with	10/08/2016	Upheld	SW will be spoken to as customers comments not noted on case file and that their communication with customer was less than helpful.	Learning from this complaint will be shared with staff as a whole.
CS16/047	Parent claims that information about an abusive partner was withheld and this lead to her suffering incidents that were unnecessary.	22/11/2016	Partially Upheld	Apology given that the move into a place of safety was not more supportive	
CS16/071	Complaint that CSC have acted inconsistently in how they have responded to allegations towards him and allegations towards the child's mother. Complainant feels the SW is biased and gives preferential treatment to the child's mother.	03/04/2017	Partially Upheld	Apology Given	
CS16/022	Unhappy with PASP decision to cease funding for young person once they reached 18 years of age	03/08/2016	Partially Upheld	Agreed to fund carers element of the Staying Put	
CS16/053	Young Person complained they didn't receive savings when leaving foster care	23/11/2016	Partially Upheld	Payment made to complainant	

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