

Ref	Department	Description	S1 Outcome	S1 Action Details	S1 Svc Improvements
CS17/037	Family Safeguarding Team	Complainant unhappy with support their child has received from CSC.	Not Upheld	Social Worker to liaise with children's services psychologist to explore further support for child. Inaccuracies in report discussed with manager. Parent to be given address details of foster carers.	
CS17/060	Children in Care & Leaving Care	Raising concerns re advice provided regarding Universal Credit and the councils policy in advising CLA young people regarding this.	Not Upheld	Advised views are valid and offered a different route to consider joining Child in Care Council. to help council Improve services.	
CS16/079	Family Support	Complaint that parent they have not would like to complain their childrens SW and that they have still not received re their childrens CIN status.	Partially Upheld	Feedback given to social worker about being better organised and keeping parent informed.	
CS17/009	Children in Care & Leaving Care	Complaint relating to poor practice in the Adoption department and denial of financial support.	Partially Upheld	Apology for delay in organising a matching panel, for CSC not sending a s/w when children moved in and for problems with payments.	
CS17/015	Children in Care & Leaving Care	Complaint about length of time spent waiting at Bayard Place for someone from CSC and also that contact didn't happen during the school holidays.	Partially Upheld	Contact programme has now been put in place	
CS17/021	Children in Care & Leaving Care	Raised concerns about lack of clear contact about change of social worker leaving the young person feeling unsupported.	Partially Upheld	Apology for delay in formally responding to complaint. and lack of clarity regarding change of SW.	
CS17/024	First Response	Complaint that an allegation that the child is at risk of FGM has not been taken seriously by the department.	Partially Upheld	Apology offered for any upset experienced whilst working with team	
CS17/027	Children in Care & Leaving Care	Complaint from a foster carer that rehabilitation of children to mum was disorganised- caused stress to children	Partially Upheld	Apology given that move not fully explained to foster carer and children's needs not fully met.	
CS17/028	First Response	Raised concerns re lack of communication from social worker about his child	Partially Upheld	Apology offered for delay in responding to complaint and for the service not including father in assessment and not keeping him informed.	
CS17/032	Children in Care & Leaving Care	Complaint about lack of updates on child's progress, alleges CSC do not speak to complainant, missed 2 contacts out of 6 as the department do not have staff available to arrange contact.	Partially Upheld	Apology offered for gaps in communication. Apology for delay in being informed of child care review. Upheld complaint point in relation to contact and that there has been a lapse in progressing during the social worker's absence from work	Will remind Social Workers to ensure that they are clear about dates and times of reviews and to keep parents informed.

CS17/033	0-25 Service	Complaint that the department is not sending CIN meeting notes, despite multiple requests for them.	Partially Upheld	Apology offered that CIN meeting minutes were not being received by parent	
CS17/034	Children in Care & Leaving Care	Complaint from Foster Parents about a long delay in CSC obtaining the young person's passport, the SW forgetting to turn up to ePEP meetings and a delay in expenses payments.	Partially Upheld	Apologies offered for the delay in replying. Acknowledged not best practise regarding number of social workers and difficulties with communication. Confirmed delays in processing passport application due to absence of worker involved.	Will review whether resourcing of passport application work should remain a designated role. Will ensure contingency planning is reviewed.
CS17/038	Children in Care & Leaving Care	Parent requests new SW as feels current one is not cooperative, would like regular 2 month visits, more positive communication with CSC and relevant information shared prior to meetings.	Partially Upheld	Agreed that should complainant wish to be supported in Child Care Reviews she is able to bring an advocate who can assist. Pre- meeting with the IRO would also be offered so she can feel prepared for the meeting and to give her the opportunity to understand the information being discussed.	
CS17/039	Assessment Team	Complaint by parents about handling of a call by MASH, a lack of support being provided to the child and the actions being taken by the service which the parents are not happy to comply with.	Partially Upheld	Acknowledged complainants partners dissatisfaction with SW	
CS17/041	Clare Lodge	Complaint about being restrained by staff and having bedding and mattress removed.	Partially Upheld	Appears staff retained key items for too long as a sanction. Apology given to young person.	Policy to be changed confirming what basic items a young person should be given at night in such situations, staff to be briefed about changes
CS17/043	0-25 Service	Complaint that worker missed appts & report contains information from other agencies with no input from parent	Partially Upheld	Agreed that reports should be shared with parents and when appropriate, with the child/young person. Manager apologised for this omission by the previous social worker. Confirmed inaccuracies in assessment may have been overlooked by SW, Assessment will be updated and corrected.	
CS17/046	0-25 Service	Domiciliary care not found for son	Partially Upheld	Apology offered for changes in social workers	
CS17/047	Assessment Team	Complaint relating to lack of support, lack of written documentation, a poor handover of the case from PCC to Nottingham CC and also not being provided with the complaints process when requested	Partially Upheld	Feedback given to SW	
CS17/049	Family Safeguarding Team	Complaint that SW pressured the complainant to have an abortion and also took too long to carry out a risk assessment on her ex- partner.	Partially Upheld	Confirmed the risk assessment had been delayed and would now be prioritised.	
CS17/051	Children in Care & Leaving Care	Young person unhappy with lack of consultation on a key decision effecting their life.	Partially Upheld	Apology offered that complainant was not consulted on decision	

CS17/053	Children in Care & Leaving Care	Unhappy was not notified child would be taken on holiday with foster carers and second child would be placed in respite	Partially Upheld	Regular meetings now in place with SW to discuss any worries.	
CS17/054	Children in Care & Leaving Care	Unhappy with lack of communication from department relating to contact with children and also failure of the department to issue correct travel documents, keep parent informed	Partially Upheld	Apology offered for issue of out of date travel documents. Manager arranged for IRO to offer complainant a consultation so they can hear the information given at the meeting and express their views.	
CS17/055	0-25 Service	Complainant unhappy with frequency of visits. Unhappy manager had not responded to request for meeting and change of social worker.	Partially Upheld	SW to be changed. Purpose of visits perhaps not made clear to complainant and apology issued if they perceived such contact as having negative purpose.	
CS17/057	Assessment Team	Unhappy with lack of clarification from CSC regarding being made carers for family members also concerns about financial support and lack of CSC involvement with case	Partially Upheld	Manager apologised that documentation was not explained to complainant by the allocated Social Worker	Matter of lack of information addressed with SW
CS17/061	Family Safeguarding Team	Raised concerns SW is not helping and feels unsupported. Does not respond to phone calls or texts. Feels they are not doing assessment in line with judge's timescales.	Partially Upheld	Apology made to complainant who felt unhappy and unsupported with SW.	
CS17/063	Family Safeguarding Team	Complaint about lack of financial support. Low frequency of visits by social worker.	Partially Upheld	Confirmed SW has not visited as often as plan recommends.	
CS17/065	0-25 Service	Complaint that parents are not receiving enough respite and young person is not receiving enough time spent at Cherry Lodge.	Partially Upheld	Apology that customer was made to feel guilty for asking for increase in child's service. Agreed that an overnight break would benefit customer. Will re-allocate worker to child. Apology given for misinformation about adult social care.	
CS16/077	Family Support	Complaint that not enough support is being given and the waiting time for assessment is unreasonable.	Upheld	SEN Manager confirmed worker would need to contact mother after meeting. Worker would be advised of the need to update mother regularly/ Plan for next steps after specialist provider finish their review. Manager confirmed she would pass a message to Child partnership officer to make contact with complainant as a priority. CSC manager to review child's need for a social worker and ensure that any changes would be communicated to her by child's social worker	
CS17/001	First Response	Complaint relating to a lack of support from CSC and the attitude of duty SW.	Upheld		Manager advised they have briefed their team to ensure that young people who we are unable to accommodate have a clear plan in place and they support the young person/try to mediate with family.

CS17/016	Children in Care & Leaving Care	Child in care not happy in current placement. Complaint that Foster Carer is unpleasant to their friends, disrupts them whilst they are revising and doesn't keep enough food in the house.	Upheld	Apology that the young person's view was not heard at an earlier point.	Manager committed to acting on young people's feedback earlier.
CS17/023	First Response	SW's manner in speaking to customer. Incorrect details in report and personal information given to wrong person	Upheld	Confirmed reports to be anonymised. Staff member addressed re manner she spoke to customer	
CS17/025	Family Support	Complaint that CSC have not completed the work they should have done on the child's case. Complainant has been into office three times to chase, and also has no allocated SW at present.	Upheld	Apology given for delays and changes in staff.	
CS17/045	Children in Care & Leaving Care	Unhappy clothes went missing during placement move. Also complaint that tried to raise a complaint previously and did not receive anything further from department regarding this	Upheld	Apology offered that clothes were lost. Compensation offered. Apology that matter was raised several times before action was taken. Apology offered for not being able to account for the loss of clothes when in LA's care.	Will remind all staff of the importance of protecting young people's belongings particularly at the time of a move
CS17/048	Children in Care & Leaving Care	Unhappy with actions/treatment of previous Foster Carer	Upheld	Foster carer to attend specialised training called grief, separation and loss	
CS17/050	Assessment Team	Unhappy with handling of phone calls from SW also unhappy SW left voice message on complainant's phone that was meant for another SW	Upheld	Apology offered for confusion over telephone call. Apology for distress and confusion over call from second social worker. Team Manager would have expected social worker to have contacted complainant and explained their error once they realised it had occurred.	Spoke to workers about double checking who they are talking to and the purpose of the call.
CS17/052	Children in Care & Leaving Care	PCC failed to fund further education as agreed in pathway plan. Complainant had to pay back own student finance and requesting a refund for this.	Upheld		Going to discuss with line manager about improving communication and understanding between operational staff and the Finance Team, in order to ensure young people are aware of their financial entitlements and receive them in a timely way.
CS17/058	Children in Care & Leaving Care	Complaint about the Welland contact centre being unclean and unsafe and the toys being broken.	Upheld	Apology building was found to be unclean when complainant visited. Apology for lack of communication about contact centre closure times.	1. Undertake a review of toys and equipment to ensure they are not broken. 2. Additional training on infection control for staff. 3. Address how building is cleaned with staff.
CS17/062	Family Safeguarding Team	Alleging lack of support, communication and the misleading information supplied by SW relating to contact with children	Upheld	Apology for confusion as SW did not tell complainant her role or department when she called them. Apology complainant felt pressurised into signing family safety agreement. Apology for poor service received by SW.	The department has evaluated the written agreement process and are now no longer using it.