

## Service Improvements 2018-19 for Annual report

Stage 1 Stage 1 Final response between 01/04/2018 and 31/03/2019, Status = Any, columns totaled, filter applied, Group by 'Complaint Department'

Ref	Description	S1 Outcome	S1 Action Details	S1 Svc Improvements
<b>0-25 Service</b>				
CS18/011	Complaint about conflicting agreements relating to Direct Payments.	Upheld	Awarded additional 14 hours a week support dating back to earlier in the year. Agreed direct payment	
CS18/029	Unhappy with lack of help from department following Sons surgery	Partially Upheld	Increase in direct payment package	
CS18/030	Unhappy with panel decision to not allow fortnightly respite	Upheld	Respite agreed	
CS18/041	Camb's failure to provide named school on EHCP Peterborough's failure to escalate issue for a Looked After Child	Partially Upheld	Acknowledged delays in processing. Review of EHCP and access to pupil premium required. PEP review needed.	
CS18/056	Alleges SW has not moved forward with review for additional support	Partially Upheld	Accepted delays in sending review to panel. Case allocated to different worker to complete review of support package.	
<b>Adolescent</b>				
CS18/005	Complaint about transport errors which meant the child was 35 minutes late to contact with parents.	Upheld	Transport company apologised for late pick up.	Make sure department communicate with customer the reasons at the time
<b>Assessment Team</b>				
CS18/004	Complaint that case was closed to CSC as SW did not want to deal with the case, and then reopened again 3 days later and SW told the parent off for contacting the police.	Upheld	SW apology offered that they were perceived in the way reported by complainant. New SW allocated. Apology for SW insensitivity.	
CS18/013	Unhappy with conduct of SW and section 7 report containing another cases details	Partially Upheld	Team manager has reminded social worker to always take a car seat from the office to transport a child safely and reminded of need to proof read reports to ensure correct data used.	
CS18/017	Raised concerns re recent referral with regards to their child.	Partially Upheld	Referred for early help intervention.	
CS18/023	Unhappy with conduct of SW	Partially Upheld	Apology if SW made customer feel they were not being listened to.	
CS18/040	Unhappy with conduct of SW. Requesting new worker	Upheld	SW changed as requested.	
CS18/046	SW was alleged stressed, rude and arrived an hour late	Partially Upheld	SW interviewed. This SW will complete assessment but new SW will be allocated to progress CIN plan.	
CS18/047	SW made mum feel wrong to have contacted CSC regarding referral, Mum felt she was saying mum	Partially Upheld	Interviewed SW involved and has now allocated a new SW to complete the assessment.	

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	was lying. SW over familiar			
CS18/052	Mother is claiming lack of support from social services since October	Partially Upheld	Child being transferred to TYSS team for support	
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CS18/067	Complaining about lack of involvement with the assessment and inaccuracies in the report	Partially Upheld	Social Worker should have made more contact with parent and visited as part of the assessment. Details provided now copied onto YP record	
<b>Children in Care &amp; Leaving Care</b>				
CS18/002	Complaint that SW does not listen to them or play with them, has not arranged permanency panel, cancels appointments and does not complete paperwork, and has given false information about them to their TM.	Partially Upheld	New Social Worker to be allocated	
CS18/006	Complaint that young person is having difficulties making contact with her SW who does not keep appointments. Young person has repeatedly raised concerns about making arrangements to see her family and problems during respite and is not getting any response from the SW.	Upheld	New SW allocated	
CS18/015	Raised concerns re SW, lack of service and correspondence from the department. And not providing information when requested.	Partially Upheld	new long standing SW in place	
CS18/031	Unhappy CSC will not provide the funding to transport to college	Partially Upheld	YP to share transport with other YP in placement. Acknowledged delay in arranging transport and distress caused.	
CS18/032	Raised concerns re conduct of social worker.	Upheld	SW apology for lapse that occurred and acknowledges YP should be with SW all times at contact. Apology practise fell below what was expected	Remind all staff of the importance of being vigilant with regard to personal possessions and also adhering to terms of supervised contact
CS18/034	Not invited to PEP meetings, does not receive notes from meeting or review notes. Was not told trying to get child into special needs school	Partially Upheld	Acknowledged it took 2 months to clarify the contact which had taken place and the distress this caused.	Future contacts to be prearranged and sent to customer
CS18/035	Complaint relating to criminal compensation and receiving confusing information when complainant was younger and now not having any clarification of this previously shared information	Upheld	Agreed YP should have been given clarification about what to expect	
CS18/044	Prolonged delays in applying and obtaining British	Partially Upheld	Awaiting for passport docs from passport office / home	

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	national Citizenship and British passports for two foster children		office and dept will make enquiries re NI number	
CS18/054	Raised concerns about how they were treated by their SW regarding matters that were relating to them, felt unsupported. Would like to know their legal status in the UK	Partially Upheld	TM will support PA to ensure young person is supported with asylum claim and PA will be link contact	
CS18/058	Unhappy as feels they not listened to and a lack of support by their SW.	Upheld	Birthday money provided. SW to sit down with YP and agree care plan and help with move to new placement.	
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CS18/061	Requires identification document, winter coat, extra clothing money, written account of savings and Pathway plan.	Upheld	Apology YP feels they did not have a good service. Apology YP had a number of SW's. Paperwork for passport and birth certificate has been sent to relevant departments. Acknowledged documents were not applied for in a timely manner. Further money given for clothing. Pathway plan being discussed.	
CS18/064	Feels not listened to or cared about by SW when they have problems. Feels they make bad decision for them and sibling, which makes them scared.	Partially Upheld	Acknowledged a number of social workers in the last few months and that things have been quite difficult due to decisions not being made in a timely manner.	
CS18/070	Complaint about CSC not arranging transport for YP to attend party. Also about lack of contact from SW following incident	Upheld	Apology TM was unable to pick up call and was not in fact aware that carer had tried to call them. Uphold complaint as services could have been provided better for YP, and better communication between the Local Authority and the fostering agency to resolve this matter earlier than it was done	
CS18/071	YP not returned home when was told they would be due to assessments not being completed	Upheld	Ack assessment was delayed and not shared with management or YP by SW who has left the LA. New SW will complete assessment at earliest opportunity	
CS18/073	Unhappy SW not clearly explaining things and texts sent to complainant in error	Partially Upheld	Asked SW to ensure accuracy in communications going forward.	
<b>Clare Lodge</b>				
CS18/063	Requested assistance for cleaning their trainers which resulted in damage to them. Staff put them in the washing machine and they were returned stained.	Upheld	£45 reimbursed to YP for damaged trainers	
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<b>Family Safeguarding Team</b>				
Ref	Description	S1 Outcome	S1 Action Details	S1 Svc Improvements
CS17/066	Concerns about SW not taken seriously. Refused new SW. Manager was rude on telephone.	Upheld	New SW to be allocate within 2 weeks	
CS18/001	Unhappy with appointments not being kept and lack of support from social care	Partially Upheld	Apology for lack of communication, miscommunication and any inconvenience caused. Agreed SW to make enquiries with Admissions Team	
CS18/010	Unhappy with handling of case and delays in sharing reports in advance of meetings and late notifications of meetings	Partially Upheld	Apology for delay in assessments	
CS18/016	Raised concerns re how case has been handled and the lack if and incorrect information provided by CSC relating to the children.	Partially Upheld	Nursery place to be paid for by CSC and travel expenses reimbursed.	
CS18/022	Alleging inaccuracies, CSC attended incorrect property, disclosing information, background checks not done, incorrect names on reports	Upheld	Apology for visiting wrong address as address had not been updated on records	Will raise with team importance of changing addresses on system. Will check records when completing audits and will call parents to check details are up to date
CS18/027	Unhappy with conduct of team manager and also unhappy with lack of consistency from department to carry out any agreed actions	Partially Upheld	Visits have not taken place every 10 days. Ackn delay in referral to domestic abuse worker	
CS18/033	Raised concerns re not being provided correct documentations from CGM and not being provided with minutes. Also raised concerns re lack of communication from SW and not carrying out assessments in a timely manner.	Partially Upheld	Meeting minutes not issued in a timely manner in advance of next meeting, apology offered. Apology offered for delay in risk assessment being completed.	SW reminded of the importance of meeting notes being issued in a timely manner
CS18/042	Unhappy with placement move out of Peterborough and lack of advance notice	Partially Upheld	Apology given as notice of placement move should have been given. TM confirmed they would seek young person a new placement within Peterborough.	
CS18/048	Not recognised as Foster Carers in the first year. Unhappy with the level of financial support offered.	Partially Upheld	Not communicated effectively at all times, agreed expenses incurred that should have been reimbursed - offer made.	Following Conciliation meeting offer was revised and accepted by family.
CS18/050	Raised concerns re SW conduct and lack of direct communication from TM and SW when asked to call back and failing to carry out agreed tasks. Feels there is a breakdown in relationship between them and SW.	Partially Upheld	Spoke to TM regarding not responding to contact from complainant.	
CS18/053	Previous SW did not inform of sons medical condition	Partially Upheld	Apology for delay issuing response. Apology that customer felt information was not readily available	

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CS18/055	Raised concerns SW discussed family's referral with non- family members.	Partially Upheld	Apologised for any distress caused and miscommunication regarding CSC involvement.	
CS18/065	Raised concerns on how CSC handled referral regarding their child.	Upheld	No service improvements as complaint was upheld due to delay in case moving forward as SW was unwell. TM thanked them for feedback.	
CS18/072	Unhappy with conduct of SW, requesting new SW	Partially Upheld	Apology report not shared sooner	
CS18/074	Unhappy with SW, requesting a change of SW. Felt there behaviour was unprofessional and dismissive.	Partially Upheld	Agreed a new secondary worker would be allocated.	
<b>Ref</b>	<b>Description</b>	<b>S1 Outcome</b>	<b>S1 Action Details</b>	<b>S1 Svc Improvements</b>
<b>TACT</b>				
CS18/068	Complaint about lack of intervention from TACT and delays in supporting the family	Partially Upheld	Apology for delays and stress this has caused.	In future when families are not local TACT will identify local support services so that families are clear what support is going to be available to them. TACT also confirmed they would no long use this provider to complete assessments as they did not adhere to reasonable timescales.

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