

## Appendix B – Service Improvements and Actions Taken Following Complaints 2019/20

- Process Change implemented to ensure Direct Payment Coordinator is sent minutes of all Panels to ensure changes in payment can be processed without delay.
- Fix made by IT department to ensure that a request for an assessment at case transfer does not get delayed in the system
- Workers reminded to meet with all significant adults in a child's life when completing assessments to ensure that a more rounded assessment can be completed.
- Process reviewed to ensure that outcome letters are always sent to parents at the end of a review following a request for services.
- Reminder to Social Workers that wherever practical they must inform Young people they are working with if they are leaving and also ensure a thorough handover takes place. The team manager will check if new workers have read the child's file when she meets with them and will ring young people periodically to check if they are satisfied with the preparation taken by a new worker.
- Social Workers reminded that if a duty worker is asked to cover a meeting on their behalf they must ensure they have adequately briefed the duty worker about the case in advance.
- Social worker reminded they should always give adequate notice about a home visit to a family.
- Workers reminded to leave a note if unannounced visit carried out and no one is at home.
- Lounges and telephone system upgraded to ensure young people can receive telephone calls from family members (Children's Home)

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