

Appendix C – CSC Service Improvements Identified Examples 2020/21



- *More experienced manager, placed in home to improve support, management and home policies.*
- *Manager will look at improving processes of sharing info between ASC/CSC.*
- *Manager said complaint would lead to a Review of Fostering allowances.*
- *Staff will be reminded if initial telephone call fails when contacting families – will reiterate to workers to text before calls to improve practice.*
- *Cross CSC team working needs to be improved – Manager will take forward (Stage 2)*
- *Manager issued a Staff Guidance Note to remind staff to use correct terminology in assessments & panel applications. (Stage 2)*
- *Service improvement for all staff to be aware how to close a case properly to include the issue of a formal closure letter (Stage2)*

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