

For general release

REPORT TO:	Children and Young People Scrutiny Sub-Committee 27 November 2018
SUBJECT:	Children’s Statutory Complaints Report Q2 JULY-SEP 2018
LEAD OFFICER:	Phillip Segurola/ Clare Davies
CABINET MEMBER:	Councillor Alisa Flemming, Cabinet Member for Children Young People and Learning
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Phillip Segurola, Interim Director of Early Help and Children’s Social Care
ORIGIN OF ITEM:	This item is contained in the sub-committee’s approved work programme.
BRIEF FOR THE COMMITTEE:	To Review the volume of Children’s Statutory complaints received in July- September 2018

1. EXECUTIVE SUMMARY

- 1.1 This update provides a summary of the volumes of Statutory Complaints received across Children’s services in Quarter 2 July- September 2018.
- 1.2 Benchmarking data has been included in this report as requested at Scrutiny Committee, attached as Appendix A.
- 1.3 A separate section comparing Q1 to Q2 2018/19 has been included in this report as requested at Scrutiny, in section 4 of this report.
- 1.4 A more detailed overview of all children’s S1 complaints has been included in Appendix B along with themes and learnings.
- 1.5 **New operating model:**
Please note: there have been significant structural changes across the organisation. These have, and continue to be updated in the complaints system. However, for some areas this may impact the reporting meaning that direct correlation at department level may be difficult due to changes at this level.

2. Children’s Statutory Complaints Report Q2 JULY-SEP 2018

- 2.1 Quarter 2 trends 2016-17 to 2018-19

STATUTORY - Complaint Stage 1	Q2 2016-17	Q2 2017-18	Q2 2018-19
Child - Stage one	21	26	40
Child - Stage two	1	0	5
Child - Stage three	1	1	2
LGSCO	1	4	0

STATUTORY - Complaint Stage 1	Q2 2017-18			Q2 2018-19		
	No	In SLA	Upheld	No	In SLA	Upheld
Child - Stage one	26	17%	0	40	28%	10%
Child - Stage two	0	0	0	5	100%	0
Child - Stage three	1	100%	0	2	0	1
LGSCO	4	0	25%	0	0	0

- Total stage 1 complaints **increased by 54%** when compared to last year's quarter 2 performance. Part of this increase could be down to the logging of an increased volume of statutory complaints that in previous years, may have been incorrectly logged as corporate.
- Number of stage 1 complaints responded to within the statutory timeframe (SLA) **increased by 11%** in comparison to last year's quarter 2 performance. 11 out of 40 complaints were responded to within SLA (28%).
- The % of upheld complaints **increased by 10%** when compared to last year's quarter 2 performance. 4 cases were upheld out of 40.

2.2 Quarter 2: Stage one complaints by service area

The table below shows the stage one volumes received by Service Team:

Service Team	No of complaints	In SLA	Upheld
Children in Need	11	3	1
Assessments	10	6	0
Looked After Children	4	0	0

Top causes of Stage 1 complaints (complaints with more than 1 recorded)

Reason	
Delays	22
Communication	27
Poor Case Management	3

Learnings and Action Plan

- **Ensure clear and regular communication to service users**
- **Ensure assessments and meetings are held within the appropriate legislative timescales**
- **Ensure cases are appropriately managed, leaving full case notes, ensuring all documents are up to date**

Complaints Manager to work with Shaun Hanks, Head of Quality Assurance, to implement these actions into the service in Q3 2018/19.

** A more detailed view of all cases can be found in Appendix B Children's Complaint Trends & Learnings*

2.3 Quarter 2: Stage two complaints

In Q2 2017/18 Children's service received 0 stage 2 complaints. In Q2 2018/19 the service received **5 stage two complaints**, against the following areas:

Service Team	Number of S2 complaints
Looked After Children	2
Child Protection & Proceedings	1
Children in Need	1
Fostering & Children's Placement	1

2.4 Quarter 2: Stage three complaints

There were **2 Stage 3 Children's complaints in Quarter 2 2018-19**, compared to one for the same quarter last year.

Service Team	Number of S3 complaints
Early Help	1
Leaving Care	1

2.5 Quarter 2: Local Government & Social Care Ombudsman

During Q2 2017-18 there have been 4 complaints made to the LGO regarding Statutory Children's services. In Q2 this year there have been **0 complaints referred to the LGSCO**.

3. DETAIL

3.1 Improvement Plan

Below shows the comparison in complaint volumes, SLA and upheld statistics between Q1 and Q2 2018-19.

STATUTORY - Complaint Stage 1	Q1 2018-19			Q2 2018-19		
	No	In SLA	Upheld	No	In SLA	Upheld
Child - Stage one	18	50%	6%	40	26%	10%
Child - Stage two	5	100%	0	5	100%	0
Child - Stage three	0	0	0	2	0	1
LGSCO	0	0	0	0	0	0

- Total stage 1 complaints **increased by 122%** compared to Q1 2018-19.
- The number of complaints responded to within SLA **decreased by 24%** compared to Q1.
- The volume of complaints upheld **increased by 4%** between Q1 and Q2.
- The number of stage 2 complaints was the same as Q1.
- **No cases** have been referred to the LGSCO.

3.2 Actions and Implementation

Ensure clear and regular communication to service users

There have been improvements made in circulating minutes from child protection and looked after reviews and audits check that the views of service users (child's voice) is present in communication. Clarity around the social work task and the need to be focused upon outcomes for children is an area that the HOS for QA and Safeguarding will be communicating to staff in December.

Ensure assessments and meetings are held within the appropriate legislative timescales

There has been a focus upon improving performance reports which assist workers in managing their workloads. Additional staff have been employed where workloads have been unmanageable.

There is evidence of improvement through daily/ weekly and monthly reporting cycles:

- Assessments exceeding 45 days reduced by 68% since September
- Recording of visits in a timely manner is a continual focus , showing a 10% improvement since September
- Looked After review timeliness has improved (94% on time)
- Child Protection reviews (98% on time)
- Child Protection visits in time- reduced in October to 73% from an improvement to 85% in September.
- A dedicated reviewing officer for child in need cases is reviewing all CiN cases.

Ensure cases are appropriately managed, leaving full case notes, ensuring all documents are up to date

The cycle of bi-monthly case audits is used to check that these actions are undertaken.

Other Action:

A new permanent Head of Service for Quality Assurance and Safeguarding has been appointed and is currently reviewing the implementation of the QA Framework. He has met with the complaints team and will ensure that the themes from complaints impact upon practice learning and management.

Complaints Manager to work with Shaun Hanks, Head of Quality Assurance, to implement these actions into the service in Q3 2018/19.

CONTACT OFFICER: Clare Davies, Complaints Manager

BACKGROUND DOCUMENTS: None

APPENDICES: Appendix A Benchmarking Data
Appendix B Detailed Case Overview

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CHILDREN'S COMPLAINTS
BENCHMARKING DATA (2017-2018)

Borough	Vol of S1 Children's complaints	Vol of S1 Children's Statutory complaints	Vol of S1 Children's Corporate complaints	Vol of S2 Children's complaints	Vol of S3 Children's complaints	Vol of LGSCO Children's complaints
Barnet	121	54	67	3	0	5
Bexley	91	21	70	3	0	4
Croydon	173	88	85	8	2	7
Ealing	108	70	38	4	1	12
Islington	81	26	55	2	1	2
Merton	64	12	52	0	0	14
Newham	88	65	23	10	7	5
Southwark	149	96	53	6	0	12
Thurrock	54	48	6	0	1	1
Waltham Forest	44	42	2	1	0	3

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SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.

Ensure timescales for assessments are kept and customer kept updated on progress.

Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings.

Ensure reports are supplied to clients within statutory timescales

Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales.

Ensure timescales for arranging educational provisions are kept and customer kept updated on progress.

SW to ensure they attend or re-arrange meetings as required.

SW need to complete agreed tasks within agreed timescales or keep client fully updated as to any delays.

SW need to ensure correct files and documents are ready and up-to-date and that they supply required documents for all court cases.

SW to ensure any legal advice they supply is correct.

Ensure client's claims are updated swiftly to ensure they continue to receive full entitlements.

Ensure a personal advisor is allocated to a client swiftly once required.

Ensure safeguarding referrals are completed within statutory timescales and that the client remains constantly informed and updated throughout full process.

Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.

Ensure care plans are fully assessed and implemented within statutory timescales and that the client remains constantly informed and updated throughout full process.

SW needs to ensure they communicate agreed actions with all parties involved.

Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated

SW needs to ensure they arrange/action agreed support/ respite care and ensure client is receiving the full agreed support.

Managers need to ensure all reports of violence are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly inf

Ensure SW attend meetings as arranged or re-arranged to ensure they are able to attend.

Ensure all relevant 3rd party professionals are invited to relevant meetings.

Ensure when responding that all points have been covered or clear details as to when the customer can expect a response or update.

Officer Dealing	Date Received	Date Response Sent	In SLA	Case Ref	Division (Service Area)	Service Area Name (Service Area)	Outcome	Raised by	high level detail	Learnings
KA	05/04/18	13/04/18	Yes	CASE4511122	Targeted Services	Family Justice Centre and Young People	Not Upheld	Advocate	*SW is not acting on Clients needs or wishes * Frequent changes in SW * SS did not prepare her for placement * SW was rude	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.
KA	12/04/18	19/04/18	Yes	CASE4521740	Quality Assurance and Safeguarding	QA Manager (Child Protection Conferences)	Not Upheld	Parent	* Clients were not invited to a core child protection meeting *Notes/feedback from meetings were unclear * Clients were invited to meetings but it was not made clear what the meetings were for	SW to ensure they arrange meetings as required and that clients are invited SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
KA	12/04/18	08/05/18	No	CASE4523367	Care Planning Service	Children in Need (previously Care Planning 1) - Statutory Childrens	Not Upheld	Advocate	* Failed to safeguard child * Team manager in service affected assessment as had personal relationship with family * Needs assessment was inadequate and fails to support the child's needs	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing. Ensure care plans are fully assessed and implemented within statutory timescales and that the client remains constantly informed and updated throughout full process.
RS	16/04/18	23/05/18	No	CASE4529264	Looked after children and resources	Looked after children and adoption (previously Permanence 2) - Statutory Childrens	Upheld	Parent	* feels SS are failing to keep daughter safe *concerns about Council's ability to fulfill role as 'corporate parents' to their vulnerable daughter * failure to complete an assessment report for new placement *Council failed to act on safeguarding concerns	Ensure timescales for assessments are kept and customer kept updated on progress. Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales.
RE	19/04/18	02/05/18	Yes	CASE4534527	Care Planning Service	Assessments - Childrens (previously Triage & Immediate Response)	Not Upheld	Advocate	* Delay in completing an assessment following discharge from hospital	Ensure timescales for assessments are kept and customer kept updated on progress.
RE	20/04/18	04/06/18	No	CASE4536262	Looked after children and resources	Looked after children and adoption (previously Permanence 2) - Statutory Childrens	Upheld in Part	Parent	*Council delay in registering child with the Post Adoption & Permanence Team *Delay from SEN team to respond to contact	SW/Council need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure timescales for assessments are kept and customer kept updated on progress.
RS	27/04/18	10/05/18	Yes	CASE4545906	Looked after children and resources	LAC - Leaving care - Statutory Childrens	Not Upheld	Advocate	*YP was not given sufficient period of notice to move from her last placement *YP was not fully supported by Sw	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.

RE	01/05/18	17/05/18	No	CASE4550623	0 - 25 Disability - Children	Disability -Statutory Children	Upheld in Part	Parent	*Delay completing transition assessment *SW left and client was not assigned a new SW	Ensure new sw is allocated if current SW leaves local authority SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure timescales for assessments are kept and customer kept updated on progress.
RE	04/05/18	15/05/18	Yes	CASE4557877	Care Planning Service	Assessments (previously CIN - Triage & Immediate Response) - Statutory Childrens	Not Upheld	Parent	*Croydon Children Services delayed taking action without good reason *Croydon Children Services have failed to provide a service *Croydon Children Services made mistakes in decision making *Croydon Children Services have not followed the law or its own policies *Croydon Children Services have broken promises, given incorrect or misleading information *You have found staff rude, unhelpful or inappropriate and have found communication poor and are unhappy with the conduct of staff when delivering services.	Ensure timescales for assessments are kept and customer kept updated on progress. Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.
KA	24/05/18	06/06/18	Yes	CASE4582476	Care Planning Service	Child Protection and Proceedings (previously Care Planning 2) - Statutory Childrens	Not Upheld		*Council has refused contact with YP following their move into perminant placement *Lack of response from SW/Council	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.
RE	01/06/18	25/07/18	No	CASE4591324	Care Planning Service	Children in Need (previously Care Planning 1) - Statutory Childrens	Not Upheld	Parent	*Council did not act on reports of domestic violence *Council gave misleading and incorect information curing care plan meetings *SW was rude and unprofessionls *SW lack of action resolved in children becoming homeless	Ensure timescales for assessments are kept and customer kept updated on progress. Complaint could not be fully investigated as insufficient evidence
RE	04/06/18	05/06/18	Yes	CASE4594610	Looked after children and resources	LAC - Leaving care - Statutory Childrens	Not Upheld	Advocate	*lack of age assement	Ensure timescales for assessments are kept and customer kept updated on progress.
RE	12/06/18			CASE4603597	Care Planning Service	Children in Need (previously Care Planning 1)			S1 Not raised in Q1	This Complaint was not raised in Q1 - it has gone to stage 2 and th12/06 is the date of the start of s2

KA	14/06/18	15/06/18	Yes	CASE4606980	Single Point of Contact (SPOC) and Assessments	Assessments (previously CIN - Triage & Immediate Response) - Statutory Childrens	Not Upheld	Advocate	*non-payment of rent support	Ensure timescales for assessments are kept and customer kept updated on progress. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
RE	14/06/18	29/06/18	No	CASE4613860	0 - 25 Disability - Children	Disability -Statutory Children	Not Upheld	Parent	*Lack of communication from SW *Sw left and YP was not allocated a new SW *delay processing request for Direct Payment	Ensure new sw is allocated if current SW leaves local authority SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
RE	25/06/18	31/07/18	No	CASE4617623	Care Planning Service	Children in Need (previously Care Planning 1) - Statutory Childrens	Not Upheld	Parent	*SS did not support the family and take families wishes into account *Meetings were cancelled without client being notified *Family has frequent changes in SW and no handover seems to be completed *SW did not support client with housing concerns	SW to ensure they attend or re-arrange meetings as required. Ensure full handovers are completed when SW changes
RE	26/06/18	09/07/18	No	CASE4619305	Looked after children and resources	Looked after children and adoption (previously Permanence 2) - Statutory Childrens	Not Upheld	Advocate	*Client does not want their placement moved and feels the SW is not considering their needs/Wishes *Wishes to remain with Family	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.
RS	29/06/18	01/08/18	No	CASE4624835	Looked after children and resources	Looked after children (previously Permanence Service 1) - Statutory Childrens	Not Upheld	Advocate	*SS Placted YP with a placement which caused him ongoing affect on his mental health *Raised concerns that placement was absing him and racist to SW but no action was taken	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.

Officer Dealing	Date Received	Date Response Sent	In SLA	Case Ref	Division (Service Area)	Service Area Name (Service Area)	Outcome	Raised by	high level detail	Learnings	Themes
RE	02/07/18	25/07/18	Out of SLA	CASE4626126	0 - 25 Disability - Children	Disability - Children	Upheld in Part	N/A	THIS IS AN ADULT COMPLAINT	THIS IS AN ADULT COMPLAINT	THIS IS AN ADULT COMPLAINT
SS	02/07/18	13/08/18	Out of SLA	CASE4626424	Adolescent Service	Adolescent Support Teams	Upheld in Part	Parent	Delay implimenting/completing child protection plan. Lack of contact/feedback from SW Cisits not completed as per agreed timescales	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. SW to ensure they attend or re-arrange meetings as required.	Poor Communication Meetings
RE	03/07/18	16/07/18	In SLA	CASE4628000	Single Point of Contact (SPOC) and Assessments	Assessments - Statutory Childrens	Not Upheld	Advocate	School complaining about lack of support from Croydon to meet the needs of a young person at their school Croydon has placed this YP at risk Croydon did not complete required assessments	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Poor Communication
RE	09/07/18	20/07/18	In SLA	CASE4635384	Single Point of Contact (SPOC) and Assessments	Assessments - Childrens	Not Upheld	Brother	Complaint that SW failed to safeguard children Council ignored court order and placed children with father SW ignored childrens feedback that they did not want to reside with their father	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Lack of Action Poor Communication
RE	10/07/18	25/07/18	Out of SLA	CASE4638307	Corporate Parenting	Looked after children (UASC) - Statutory Childrens	Upheld in Part	Suffolk County Council	Lack of update / Contact from Croydon SS Croydon failed to supply key information to Suffolk which placed the YP are significant risk	SW need to ensure correct files and documents are ready and up-to-date SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.	Poor case management Poor Communication
KH	11/07/18	24/07/18	In SLA	CASE4638682	Single Point of Contact (SPOC) and Assessments	Assessments - Childrens	Not Upheld	Parent	Lack of contact or response from SW. Requested a meeting but was never updated or arranged in timely manner. SW did not attend meetings with police/courts as requested/needed	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. SW to ensure they attend or re-arrange meetings as required. SW need to complete agreed tasks within agreed timescales or keep client fully updated as to any delays	Poor Communication Meetings Lack of Action
KH	11/07/18	13/08/18	Out of SLA	CASE4639292	0 - 25 Disability - Children	Disability -Statutory Children	Upheld in Part	Parent	Disputing decion to reduce care package for her son. SW never supplied adiqute written confirmation about thye decreased package. Was not advised if there was an appeals process	Ensure timescales for assessments are kept and customer kept updated on progress. SW need to complete agreed tasks within agreed timescales or keep client fully updated as to any delays. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing	Assesments not within SLA Lack of Action Poor Communication
KA	16/07/18	10/08/18	Out of SLA	CASE4645625	Corporate Parenting	LAC - Leaving care	Ongoing	Parent	SW left and client was not informed Pathway plan has not been updated Council has not supported the YP is applying for housing Requested files have not been released Setting up find has not been supplied	Ensure a personal advisor / SW is allocated to a client swiftly once required. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing	Case not allocated to PA/SW in adequate time Poor Communication Lack of Action
RS	20/07/18	Ongoing	Ongoing	CASE4748783	Care Planning Service	Children in Need - Statutory Childrens	Ongoing	-	Ongoing	Ongoing	Ongoing
RS	24/07/18	02/08/18	In SLA	CASE4654173	Single Point of Contact (SPOC) and Assessments	Assessments - Statutory Childrens	Not Upheld	Parent	Lack of support from SW No reponse from SW regarding requests for information Client felt she was being investigated when she was the one who made the referral to safeguard her daughter SW did not refer client to 3rd parties for additional support	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Poor Communication
SS	25/07/18	16/08/18	Out of SLA	CASE4655081	Care Planning Service	Children in Need - Statutory Childrens	Ongoing	Parent	Lack of contact/response from SW People late for core meetings Meeting was cancelled but father was not advised Request to have records that parent feels are innacurate have been ignored Supplied contact details are incorrect	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. SW to ensure they attend or re-arrange meetings as required. SW need to ensure correct files and documents are ready and up-to-date Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. Ensure SW check information they are supplying is correct and up-to-date	Poor Communication Meetings Poor case management

SS	27/07/18	31/08/18	Out of SLA	CASE4658602	Care Planning Service	Children in Need - Statutory Childrens	Upheld	Parent	Concerns over management of child's care as missing SW left and no new SW has been assigned despite the LAC being missing and in danger	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure a SW is allocated to urgent cases as earliest opportunity so no break in support	Poor Communication Case not allocated to PA/SW in adequate time
SS	02/08/18	HOLD	HOLD	CASE4666215	Single Point of Contact (SPOC) and Assessments	Assessments - Statutory Childrens	HOLD	HOLD	HOLD - We have not received full details of complaint so I am unable to review	HOLD - We have not received full details of complaint so I am unable to review	ON HOLD
SS	03/08/18	28/08/18	Out of SLA	CASE4671710	Care Planning Service	Children in Need - Statutory Childrens	Not Upheld	Parent	Lack of /Poor Contact from SW or council - Child is on a CP plan When SW made contact she disclosed information to a 3rd party SW was late for meeting/visit Meetings re-scheduled at last moments without adequate warning	**Has possible Breach been reported to the information team for this case? SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure timescales for assessments are kept and customer kept updated on progress. Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings.	Data Breach Poor Communication Assessments not within SLA Meetings
RS	06/08/18	06/09/18	Out of SLA	CASE4669553	Care Planning Service	Child Protection and Proceedings - Statutory Childrens	Not Upheld	Parent	Complaint about comments made by SW SW did not refer client for additional support/counselling SW lied to the court	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing. Other elements are about court process and outcomes which are outside of complaints process	Poor Communication
SS	06/08/18	20/08/18	In SLA	CASE4671953	Single Point of Contact (SPOC) and Assessments	Assessments - Statutory Childrens	Upheld in Part	Advocate	Poor communication Failure to notify client of meetings	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. Ensure timescales for assessments are kept and customer kept updated on progress.	Poor Communication Meetings Assessments not within SLA
RS	06/08/18	20/08/18	In SLA	CASE4673663	Single Point of Contact (SPOC) and Assessments	Assessments - Statutory Childrens	Ongoing	Advocate	SW has not listened to clients concerns Poor communication from SW SW failed to ensure client was safeguarded	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Poor Communication Lack of Action
SS	07/08/18	15/08/18	In SLA	CASE4672285	Corporate Parenting	Fostering and childrens placements - Statutory Childrens	Upheld	Advocate	Lack of response from SW or manager Client raised concerns that other child in his foster placement was stealing from him but no action/support given by SW	Ensure we respond and clearly explain to requests why they can/cannot be granted and the clear reasons for this in writing. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.	Poor Communication Lack of Action
SS	07/08/18	31/08/18	Out of SLA	CASE4672593	Corporate Parenting	Looked after children (Croydon) - Statutory Childrens	Upheld	Client	SW has no record of savings for client while she was in care	SW needs to client is receiving the full agreed support/Funds.	Delay completing assessment
RS	08/08/18	Ongoing	Ongoing	CASE4673185	Care Planning Service	Children in Need - Statutory Childrens	Ongoing	-	Ongoing	Ongoing	Ongoing
RS	09/08/18	28/09/18	Out of SLA	CASE4674867	0 - 25 Disability - Children	Disability - Statutory Childrens	Upheld in Part	Parent	Feels new SW allocated to her children is rude and challenging They are not helping her or her family and have no compassion	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing. Service manager met with Client as a part of this complaint - positive action	Poor Communication
RE	16/08/18	12/09/18	Out of SLA	CASE4683258	Corporate Parenting	Fostering and childrens placements	No Finding	Client	Service met with Client and the complaint was withdrawn	Service met with Client and the complaint was withdrawn	Service met with Client and the complaint was withdrawn
RS	16/08/18	21/08/18	In SLA	CASE4683808	Care Planning Service	Children in Need - Statutory Childrens	Not Upheld	Parent	Lack of response from SW or manager and poor communication	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.	Poor Communication
RE	23/08/18	03/09/18	In SLA	CASE4692418	Care Planning Service	Children in Need - Statutory Childrens	Not Upheld	Advocate	Poor service from Children's Care Planning team Lack of contact/poor communication from SW Poor management of meetings	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Poor Communication Meetings Lack of Action
RE	23/08/18	05/09/18	In SLA	CASE4692591	Single Point of Contact (SPOC) and Assessments	Assessments - Statutory Childrens	Not Upheld	Parent	Client unhappy with the social worker, feels they spoke in an accusatory judgemental way	Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Lack of Action Poor Communication
RE	28/08/18	Ongoing	Ongoing	CASE4696207	Care Planning Service	Children in Need - Statutory Childrens	Ongoing	-	Ongoing	Ongoing	Ongoing

RE	30/08/18	24/09/18	Out of SLA	CASE4704516	Corporate Parenting	LAC - Leaving care - Statutory Childrens	Upheld	Client	SW/PA did not update client fully as to their entitlements PA cancelled appointment last min Unahppy woth comments made by SW regarding how the client was handling the funds supplied by the Council	Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Meetings Lack of Action
RE	31/08/18	14/09/18	In SLA	CASE4700954	Single Point of Contact (SPOC) and Assesments	Assessments - Statutory Childrens	Not Upheld	Parent	Does not feel supported by SW Poor/lack communication from SW Has not been supplied with copy of assessment	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure timescales for assessments are kept and customer kept updated on progress.	Poor Communication Delay completing assessment
RE	31/08/18	08/10/18	Out of SLA	CASE4702109	Corporate Parenting	Looked after children (UASC) - Statutory Childrens	Upheld in Part	Carer	delay in finding an appropriate placement for YP	SW needs to ensure they communicate agreed actions with all parties involved. Ensure a new SW is allocated to a client swiftly once required.	Case not allocated to PA/SW in adequate time Lack of Action
RE	03/09/18	25/10/18	Out of SLA	CASE4703542	Care Planning Service	Children in Need - Statutory Childrens	Upheld in Part	Carer	Lack of support from SW Meetings being arrange or changed and client feels they are not being consulted Lack of response from SW or their manager	Ensure we respond and clearly explain to requests SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. **Service met with client and resolved complaint but then failed to send follow up letter confirming agreed actions and outcomes**	Poor Communication Meetings
RE	03/09/18	10/10/18	Out of SLA	CASE4704740	Care Planning Service	Children in Need - Statutory Childrens	Upheld in Part	Parent	Poor Professional Conduct of staff SW arranged meetings but then failed to attend them SW made accusations that parent of YP was mentally unwell This has been recorded on file and is inaccurate and affecting the support they are now receiving	SW need to ensure correct files and documents are ready and up-to-date and that inaccuracies are corrected Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave	Poor case management Meetings Poor Communication
KH	05/09/18	13/09/18	In SLA	CASE4708073	Single Point of Contact (SPOC) and Assesments	Assessments - Statutory Childrens	Not Upheld	Parent	Advised that SW was going to financially support regarding school uniform, SW delayed in responding and advised the father very late that we would not be helping him pay for the uniforms (The day before they started school)	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Poor Communication Lack of Action
RE	06/09/18	19/09/18	In SLA	CASE4710183	Care Planning Service	Child Protection and Proceedings - Statutory Childrens	Upheld in Part	Parent	not received any response from the social worker to their emails. Council has not supplied a schedual of contact Feel reports of agression toward YP have not been taken seriously or acted upon Updates/mins from meetings have not been supplied Does not feel supported by Council or SW	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales. SW needs to ensure they communicate agreed actions with all parties involved.	Poor Communication Lack of Action
KH	10/09/18	02/10/18	Out of SLA	CASE4713492	Corporate Parenting	Looked after children (Croydon) - Statutory Childrens	Upheld in Part	Carer	SGO support plan has not been put in place by the Council. Delay completing financial assessment	Ensure financial assessments are completed and implemented within statutory timescales and that the client remains constantly informed and updated throughout full process.	Delay completing assessment
RE	11/09/18	17/10/18	Out of SLA	CASE4720535	Corporate Parenting	Looked after children (UASC) - Statutory Childrens	Upheld in Part	Client	Does not feel supported by SW SW turns up late for meetings	Ensure SW attend meetings as arranged or re-arranged to ensure they are able to attend. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.	Meetings Lack of Action
RE	13/09/18	15/10/18	Out of SLA	CASE4718055	0 - 25 Disability - Children	Disability -Statutory Children	External Organisation	Parent	Council failed to take action regarding safeguarding concerns for his childrens Feel the council are using his ex partners company to work with other children which is innapropriate as he has raised concerns against her	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process.	Lack of Action

RS	19/09/18	25/10/18	Out of SLA	CASE4743098	0 - 25 Disability - Children	Disability -Statutory Children	Upheld in Part	Advocate	SW failed to respond to correspondances from clinet solicitors Council failed to supply copies of CP Council has not kept YP EHC Plan upto date Council failed to update clients or contact details	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.	Lack of Action Poor Communication
RE	21/09/18	04/10/18	In SLA	CASE4728643	Care Planning Service	Children in Need - Statutory Childrens	Not Upheld	Parent	SW turns up to meetings late	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure SW attend meetings as arranged or re-arranged to ensure they are able to attend.	Poor communication Meetings
RS	25/09/18	09/10/18	In SLA	CASE4733321	Corporate Parenting	Looked after children (UASC) - Statutory Childrens	Upheld	Client	Delay completing age assessment	Ensure timescales for assessments are kept and customer kept updated on progress.	Delay completing assessment
RS	26/09/18	11/10/18	Out of SLA	CASE4734421	Adolescent Service	Adolescent Support Teams	Not Upheld	Advocate	Council has not taken steps to secure further accomadation for the YP Lack of/poor communication from SW Feel SW is not supporting him and is not taking his wishes or views into consideration Council is not supplying YP with fiancial assistance	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure timescales for assessments are kept and customer kept updated on progress. SW needs to ensure they communicate agreed actions with all parties involved. Ensure client's claims are updated swiftly to ensure they continue to receive full entitlements	Poor communication Delay completing assessment Lack of action

Quarter Raised	Date Received	Date Response Sent	In SLA	Case Ref	Division (Service Area)	Service Area Name (Service Area)	Outcome	Raised by	high level detail	Learnings
1	14/05/18	Ongoing	Ongoing	CASE4401219	Looked after children and resources	Looked after children and adoption (previously Permanece 2) - Statutory Childrens	Ongoing	Parents	* Poor service they have been receiving in relation to the post adoption support * Delay completing assessment promised in S1 reponse * Failure to arrange co-ordinated meeting	
1	23/05/18	Ongoing	Ongoing	CASE4438132	Care Planning Service	Child Protection and Proceedings (previously Care Planning 2)	Ongoing	Client/Father	* Lack of financial support from SS * Lack of / poor support from SS / SW * Council denies the complainant the opportunity to resolve the housing issue relating to fostering	
1	25/05/18	Ongoing	Ongoing	CASE4485215	Looked after children and resources	Looked after children and adoption (previously Permanece 2) - Statutory Childrens	Ongoing	Carer	* Stage 2 has not been accepted - YP has not given consent	
1	25/04/18	Ongoing	Ongoing	CASE4521740	Quality Assurance and Safeguarding	QA Manager (Child Protection Conferences)	Ongoing	Client	* Stage 2 has not been commenced - Currently on HOLD awaiting full s2 complaint from client	
1	05/06/18	Ongoing	Ongoing	CASE4603597	Care Planning Service	Children in Need (previously Care Planning 1)	Ongoing	Mother	* failure to comply with the statutory complaint procedure timescales * Incorrect information held on file were not corrected following stage 1 response * Council failed to act on concerns raised by the client * reports that were withdrawn are still being incorrectly used by the Council * Council continued involvement in case after client had moved out of borough	