

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/01/2019 and 31/03/2019

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
153655	The young person (YP) is unhappy about the way her placement move was handled. The YP says she was only given notice about the move 1 day before. YP wants to be placed in foster care, she has been placed in a semi-independent placement, she feels that this is totally inappropriate and feels extremely anxious and unsafe and goes directly against her wishes and feelings.	25/01/2019	31/01/2019	Practice	Stage 1 Not upheld	The Team Manager provided a detailed response addressing the concerns. She advised the YP that all efforts had been made to meet her requests around a placement, however the YP refused 3 foster placements and was placed in semi-independent accommodation. The YP is doing well at this placement and has a named support worker.
153660	YP complained that her belongings were left at her previous foster placement for 2 months before she got them back. YP also complained that she had to pay for electricity that the previous tenant hadn't paid for and for a key, the YP wanted to	25/01/2019	30/01/2019	Practice	Stage 1 Not upheld	The TM provided a full response to concerns raised. The TM explained that arrangements had been made to collect the belongings but due to the relationships breakdown this had

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	<p>be reimbursed for this.</p> <p>YP says her social worker did not get back to her.</p>					<p>not been possible. The TM advised the YP that had she asked for support with regards to the key and electricity at the time she would have been supported with this, however the YP did not ask for support.</p> <p>The Social worker was in a meeting when the YP called and returned her call after the meeting.</p>
153946	<p>YP complained about her allocated Social Worker for leaving her and her aunt without money. YP said she was meant to have money for a wardrobe but the money kept bouncing back.</p> <p>YP wants a new social worker. YP complains that communication with social worker is poor.</p>	13/02/2019	01/03/2019	Practice	Stage 1 Upheld	<p>TM provided a full response advising that there was evidence that all subsistence payments had been made to the YP.</p> <p>The request for £1000 for her aunt had not been made so the TM advised that she had made the necessary arrangements for the payment.</p>

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						The TM apologised for the delay and distress caused. TM advised that the allocated social worker would be leaving so a new social worker would be allocated.
154082	<p>YP complained about her allocated Social Worker (SW) The SW said that he was unable to contact the YP via phone and this resulted in funding to the YP being cancelled as the YP did not attend a panel meeting.</p> <p>This caused the YP distress and said that the SW had not tried to contact her.</p>	21/02/2019	01/03/2019	Practice	Stage 1 Not upheld	<p>The TM responded to the complaint that the meeting was in relation to a warning for verbal abuse to staff at the placement and that the YP had been advised to source privately rented accommodation.</p> <p>YP would be supported to find private accommodation and another meeting would be held regarding this.</p> <p>SW has since met with YP and will communicate via letter going forward.</p>

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154391	YP complained about her SW as she had not heard from her in a month and needed support with finding accommodation and immigration status.	08/03/2019	21/03/2019	Practice	Stage 1 Not upheld	<p>The TM provided a full response and advised that the SW had been in contact with the YP's solicitor regarding immigration status.</p> <p>Support had been provided with regards to accommodation but the YP had failed to answer calls and attend meetings. SW has been in contact with the YP recently regarding her accommodation concerns and immigration.</p>