

Appendix 1

Social Services – Report for Corporate Parent Committee
 Looked After Children – Complaints raised between 01/04/2016 and 30/09/2016

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1:Outcome
134190	Parent unhappy with the social worker	15 04 2016	19 04 2016	practice	Stage 1 Not upheld	DTM responded to all issues raised and parent was reminded that the department are not permitted to make any changes to the plan.
132599	Foster carer unhappy about the plans to put three out of six children up for adoption. FC advises that siblings are very close.	16 05 2016	19 05 2016	practice	Stage 1 Not Upheld	Operational manager explained the process and arranged for a social worker to visit and explain things in more details
134655	Sister of siblings unhappy with the lack of contact with them.	29 07 2016	12/08/2016	practice	Stage 1 Not upheld	TM advised siblings do not want to meet with their sister.
134906	Parent unhappy with foster carer	08 08 2016	26/09/2016	practice	Stage 1 Part upheld	YP no longer a LAC. YP returned to father's care.
135549	Advocate for YP wishes to freeze the planned move whilst the complaint is dealt with	05 09 2016	07/09/2016	practice	Stage 1 Not Upheld	Meeting held with DTM and reasons given for the move to foster placement. YP moved to foster placement.
132611	YP is in semi-independent living and is requesting internet access. Also the YP would like to move to an alternative placement as his current placement is not cultural suitable.	28 04 2016	16 05 2016	practice	Stage 1 part upheld	TM advised that the manager of the placement has agreed for the YP to have internet access. YP

Appendix 1

Social Services – Report for Corporate Parent Committee
 Looked After Children – Complaints raised between 01/04/2016 and 30/09/2016

						was informed that prior to the move to the placement YP had extensive discussion with the social worker. All other issues investigated.
134010	YP unhappy to learn that they are no longer eligible for quota housing.	04 07 2016	18 07 2016	practice	Stage 1 Not upheld	TM advised the housing department have significantly reduced the number of quota places available for care leavers.
751171	YP unhappy about a proposed move out of Borough.	17/10/16	25/10/16	practice	Stage 1 Upheld	TM advised that the move would be placed on hold and current placement extended.
753212	YP advised his social worker that he is not happy to have to move out of Borough as he is settled where he is.	17/10/16	25/10/16	practice	Stage 1 Upheld	TM advised that he would not have to move out of Borough and his current placement would be extended.
338155	YP is requesting support with his housing situation as he has been given notice to quit and needs help.	22/11/16	Ongoing	practice	Stage 1 ongoing	Meeting arranged by TM to meet with YP. Final outcome still ongoing.
701871	Parent complained about incidents of miscommunication with regards	10/10/16	10/10/16	practice	Stage 1 Not upheld	SW called parent to discuss concerns and

Appendix 1**Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/04/2016 and 30/09/2016**

	to meetings and appointments.					explain the misunderstandings.
684174	YP not happy with the conduct of the social worker.	10/10/16	10/11/16	practice	Stage 1 Not upheld	TM met with the YP to discuss her concerns and provide contact details for SW's she can contact in future.