

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/04/2018 and 30/06/2018

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
149091	Mother put in a complaint as her daughter who is known to the adoption team was turning 1 yr old and mother was expecting the allocated Social Worker (SW) to arrange contact with her. She said when she contacted the SW she did not recall saying she would make the arrangements. Mother has therefore not had the opportunity to see her daughter on her 1 st birthday.	26/04/2018	22/05/2018	Practice	Stage 1 Partially upheld	The Team Manager (TM) responded that the allocated worker had tried to contact mother but the phone number was not working. It was partially upheld as although the worker had agreed to supervise contact on the child's birthday, mother had not contacted any other parties to try and arrange contact. The meeting was rearranged for mother to see her daughter with the Social Worker.
149401	Young person (YP) made a complaint via her advocate as she does not want to leave the accommodation she is in when she turns 17yrs and move to semi-independent accommodation. She wants to stay in her current	21/05/2018	04/06/2018	Practice	Stage 1 Not upheld	The TM responded that she had reviewed the case and understood that due to several factors including the loss of her LAC psychologist and matters relating

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	accommodation.					<p>to her mother, the move would be delayed until September 2018.</p> <p>The YP had been receiving adequate support and by delaying the move by 3 months she would gain the necessary skills to move to semi-independent accommodation.</p>
150092	<p>YP was a Looked After Child with Ealing from the age of 13. Her case was closed when she was twenty-one, although since then she has repeatedly expressed a wish to reopen her case in order to access support going back into education. You can find a timeline of the time she spent in care as an appendix to this letter.</p> <p>The YP is currently living in a housing association property in Lambeth. This costs £868 a month in rent, which she has been unable to afford for some time. Because of this, she</p>	21/06/2018	Ongoing	Practice	Ongoing	<p>TM reviewed the YP's case which took much longer than expected as it covered 9 years of being in care.</p> <p>The response is currently being reviewed by our Legal department.</p>

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	<p>has over £1000 rent arrears and has recently been threatened with eviction.</p> <p>YP was previously not aware of her rights and entitlements as a Looked After Child and a Care Leaver, including her right to make a complaint. It is only now that she has reached a level of maturity and understanding, that she has taken it upon herself to research her rights and made the informed decision to submit a complaint with the help of an Advocate and would like compensation.</p>					