

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/10/2020 and 31/12/2020**

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
182508	<p>The complaint was made by the adoptive parents as they believe that either deliberately (through an inappropriate risk assessment) or by accidental, negligent omission, they have not been informed of a significant geographic move by the children's birth parents.</p> <p>The family went on holiday to a destination in close proximity of where the children's birth parents had moved to and feel that this was a risk that they should have been informed about.</p> <p>Concerns were also raised about contact arrangements with the children's older siblings.</p>	19/10/2020	07/01/2020	Practice	Stage 1 Upheld	<p>The Team Manager (TM) apologised for the delay in responding and thanked the complainants for the actions that had taken with regards to minimising the risks of seeing the children's birth parents whilst on holiday.</p> <p>The Team Manager advised:  'Unfortunately, as the country moved into lockdown, and our staff group started to work from home some elements of communication with colleagues from other parts of the service has on occasions suffered. However, from my conversations with those workers</p>

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						<p>involved with contact arrangements for your children and their older siblings, I have found no evidence of deliberate poor or negligent practice. I am afraid that it was an oversight, compounded by virtual contact between colleagues.'</p> <p>The Team Manager addressed contact arrangements for the children to see their older siblings in the future.</p> <p>The TM advised that 2 separate meetings should be arranged and with the support of allocated workers, this will ensure that communication is clear and effective going forward.</p>
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182277	<p>The Young Person (YP) made a complaint via his advocate. His complaint is:</p> <ol style="list-style-type: none"> <li>1. That Ealing Children’s Services has failed to appropriately manage care assessments and plans including completion of a Care Act assessment in order to ensure that necessary transition plan/support plans can be put into place.</li> </ol> <p>This has led to:</p> <ol style="list-style-type: none"> <li>a) YP being unclear of his rights and entitlements and how he will be supported once he reaches 18 years of age.</li> <li>b) YP being anxious about what will happen when he reaches 18 years of age specifically around whether he will be supported via Adult Services and what his Support Plan will</li> </ol>	02/12/2020	16/02/2020	Practice	Stage 1 Partially upheld	<p>The Team Manager (TM) responded to the complaint.</p> <p><b>1.The Care Act Assessment</b></p> <p>The TM apologised for the delay in the transition of the YP’s case to Adults’ Services for a Care Act Assessment and any distress that this may have caused him. This is in part due to a hold being placed on cases moving from Children’s to Adult Services due to the exceptional circumstances of COVID-19. The case was discussed at the Transition Eligibility Panel and</p>

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	<p>look like.</p> <p>The YP's desired outcomes are:</p> <ul style="list-style-type: none"> <li>• For a Care Act Assessment to be completed as a matter of urgency. With confirmation of a named worker that will undertake assessment and date when the assessment will commence.</li> <li>• For the YP to be allocated a Personal Adviser as a matter of urgency with introduction prior to his 18<sup>th</sup> birthday. Key focus on Staying Put arrangements and advice/support to access relevant benefits as a Care leaver with a disability.</li> <li>• Urgent liaison between the YP, his carers and his social worker around reimbursement of monies (£1300) that was spent on a laptop and reimbursement of monies spent on BSL driving lessons subject to receipts being provided.</li> <li>• A formal apology for the</li> </ul>					<p>that a meeting has been set up to discuss young people's cases moving to Adult Services. It is the TM's expectation that the Care Act Assessment will be allocated and underway soon after the Christmas break (early January 2021).</p> <p><b>2. Reimbursement of the cost of the laptop and driving lessons</b></p> <p>The TM has spoken to the YP's previously allocated Social Worker who has assured her that no offer to reimburse for the cost of the laptop computer was made. The Children with Disabilities Team did make a request for funding</p>
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	<p>delays and compensation under section 92 Local Government Act 2000 in relation to the distress that has been caused to Jorge due to the failure of the Local Authority to appropriately assess and plan for his transition from Children’s to Adult Services and the potential delay to him accessing relevant support and advice.</p>				<p>to the Leaving Care Team, who remain the budget holder for the YP’s case. The request for funding for the laptop was not agreed as the YP is in receipt of PIP, full education allowances and fostering allowances (holidays, birthday) etc. His college can be approached to ask if they can use his Pupil Premium to reimburse</p> <p>The TM sought advice in relation to the driving lessons and it has been indicated that there is no funding available for this.</p> <p><b>3. Allocation of a Personal Adviser</b></p> <p>If the YP’s case remains allocated to his allocated worker</p>
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						<p>in the Children with Disabilities Team, he will not be allocated a Personal Adviser. However, a Personal Adviser from the Leaving Care Team will accompany the manager on his next visit to answer any questions about Staying Put arrangements and advice / support to access relevant benefits as a care leaver with a disability. If the YP would prefer to have a Personal Adviser, then the TM will seek to make to this happen.</p>