

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/07/2014 and 30/09/2014

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1:Outcome
106861	Paternal uncle raised concerns regarding religious observance and physical well being	09 07 2014	11 07 2014	Placement	Not upheld	Deputy Team Manger investigated the concerns with the placement and advised on arrangements in place to support religious observance and health and wellbeing.
107432	Paternal uncle raised concerns regarding religious observance and physical well being	16 07 2014	30 07 2014	Placement	Not upheld	Team Manager investigated the concerns with the placement and advised on arrangements in place to support religious observance and health and wellbeing.
108356	Young person complained that his concerns regarding his placement were not being listened to by the service providers	17 09 2014	19 09 2014	Placement	Not upheld	Operations Manager reviewed the matters raised. It was agreed to undertake a full reassessment with a view to reviewing the future placement options. The assessment is due for completion in December 2014

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/07/2014 and 30/09/2014

108774	Young person requested a change of social worker as their relationship was not as the young person wanted or felt was beneficial.	07 08 2014	22 08 2014	Practice	Change request agreed	A mediation and review meeting was held and the agreed outcome was for a change social work team.
108985	Young person, supported by advocate, requested that the planned placement change did not take place and that they remained in their current placement.	07 08 2014	16 09 2014	Placement	Move request agreed	Case was reviewed by the resource panel and it was agreed that the young person could remain. The support package in place will be reviewed in December 2014.
109764	Extended family members complained that communication regarding contact arrangements were inadequate. Family also request supervised contact at their family home be facilitated.	26 08 2014	03 10 2014	Practice	Complaint Upheld Contact request declined	Deputy team manager investigated the concerns and request. The communication issue was found to be below the expected standard of clarity. An apology was given for this. The change of contact location arrangements were considered and declined due to health and safety factors.
110031	Father complained that children's services were not adequately supporting a housing needs application.	25 08 2014	18 09 2014	Practice	Not upheld	Team manager investigated the complaint and confirmed that children's services involvement was appropriate and proportionate.

End of report