

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/10/2019 and 31/12/2019

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
158229	<p>The Young Person (YP) had been given to understand that her case would go to the Leaving Care panel in June or July 2019. She expected to hear something back a few weeks after that, perhaps in August 2019. Her PA contacted her at the end of September 2019 to say that she had been declined housing at the end of September 2019.</p> <p>At the time she was too upset to ask why. The YP has since then called back to ask why and now understands that the manager, DTM, had 'forgotten' to put her name forward. Hearing this made the YP feel upset and distressed.</p> <p>The YP was told by the workder, that another option would be to apply via LOCATA but the YP is concerned that this is a less straightforward route that could result in her being a band B applicant.</p> <p>This has made the YP feel that the DTM did not care about her.</p>	20/11/2019	02/12/2019	Practice	Stage 1 Upheld	<p>The Team Manager (TM) provided a formal response that the application for quota housing was sent in 2018, and Housing deferred the application until this 2019.</p> <p>When the quotas were put forward for this year there was a misunderstanding between Social Services (SS) and Housing department in relation to the YP's application from last year being automatically put onto the list for this current year. The deputy manager who was co-ordinating the quota applications for 2019, brought the case to the attention of the Housing department and the management on the 14th October</p>

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						<p>2019.</p> <p>The case was put forward, but the decision was made for the case to be resubmitted next year, which would be in April/May 2020.</p> <p>The TM apologised for the misunderstanding and advised that all care leavers are requested to register on Locata and that the YP can now log in using her password.</p> <p>The TM advised that the case had been passed over to the 20+ team and that they were aware of the housing situation and would be following up on it. The TM apologised for the distress caused to her.</p>
158537	YP complains that Social Services have acted illegally since 2015 with regards to the section 20 and how her case has	23/12/2019	13/01/2020	Practice	Stage 1 Not upheld	The TM provided a formal response addressing all of the issues raised.

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	<p>been handled. The YP says she removed herself from care at the age of 16 and Social Services continued to harass her.</p> <p>The YP now has a child of her own and had not seen Social Services since 2018 and is now being told that they need to see her and finds this inappropriate and threatening.</p> <p>The YP will be seeking legal advice about how she has been treated by Social Services since 2015, illegally taken into care, kept in care and harassed by Social Services.</p> <p>The YP also asked for access to all of her records.</p>					<p>The TM advised that the YP was only known to the Leaving Care team from 2017 so the TM is unable to comment on what happened in 2015 and explained the process for S20.</p> <p>In January 2018 the YP made a request for her Looked After Status to cease and this was granted via the correct process. She made the choice to leave care therefore making you a Relevant young person as defined in s23A (2) of the Children Act 1989.</p> <p>This means that the Leaving Care Team must take reasonable steps to keep in touch with the YP; assess her needs; update the 'Pathway Plan'; accommodation and financial support. Our records show that, with</p>
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						<p>your permission, you were referred to the Post 16 Project Worker for advice and support with education/training. The YP received subsistence, for a period to support you with your basic financial needs. Our records also illustrate that during the period when the YP left her Foster placement, there were numerous attempts made to contact her but to no avail.</p> <p>In December 2019 when the YP contacted her allocated Social Worker, she alerted her to safeguarding concerns when she described the situation that she was in and asked her for advice.</p> <p>The TM apologised that the YP felt that further contact was threatening, however she had to make</p>
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						<p>contact due to concerns about her and her baby. The TM is unable to comment on issues relating to 2015.</p> <p>The TM advised the YP that having access to her records would help her understand what had happened over the years.</p> <p>Complaint was not upheld.</p>