

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/04/2020 and 30/03/2021

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
159738	<p>The father of the young person (YP) complained about a LAC review that took place via conference call in which it was decided that the YP's current placement would be terminated and that he would be moved to a homeless rehousing/accommodation scheme.</p> <p>The complainant does not feel that this is the correct decision and that the move has been rushed. He stated that he does not want his son moved during the pandemic.</p>	07/04/2020	14/04/2020	Practice	Stage 1 Partially upheld	<p>The Team Manager (TM) reviewed the complaint and responded that the current placement termination would be withdrawn. It is still expected that the plan is to be progressed to achieve independent and this would be reviewed on a monthly basis.</p> <p>The TM advised that from the recent tool completed by the placement and social worker it shows that the needs of the YP are significantly lower than what the current placement is set to meet so the placement cannot continue.</p> <p>It is expected that the YP accepts the next housing offer he is given, otherwise an</p>

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						<p>alternative placement will be sought that is in line with his needs.</p> <p>The TM apologised for any distress caused and partially upheld the complaint.</p>
159861	<p>The YP complains that he had been staying in a hostel since 2018 and got on with his previous social worker (SW). His SW told him that his case would be closed when he turned 21 but that he would still have support. His SW left and he stopped receiving subsistence payments. The YP says she tried to contact Social Services (SS) on 4 occasions but didn't get through.</p> <p>The YP then received an email to say his case was closed due to lack of contact and that SS had been unable to contact him after several attempts. YP denies not being contactable.</p> <p>YP states that he wants his case to be reopened as he needs support with his housing situation,</p>	21/04/2020	04/05/2020	Practice	Stage 1 Not upheld	<p>The TM provided a response that addressed all the concerns raised.</p> <p>The YP left the placement in April 2019 and left no forwarding address or contact details.</p> <p>The TM contacted the Team Manager for the After-Care Service and he informed her that, "All eligible young people were sent a letter and the local offer informing them of the aftercare service in April 2019".</p> <p>The letter clearly</p>

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	would like an apology and a new Pathway Plan.					<p>advises eligible young people to contact the Aftercare team if they require, guidance or assistance.</p> <p>There is no evidence that the YP contacted the Aftercare team and the only contact number on his records is a landline in Portugal.</p> <p>YP was given contact details of the Aftercare services.</p> <p>The complaint was not upheld.</p>
160228	<p>YP complained via her advocate that whilst she was out items were stolen from her room.</p> <p>The YP had lost her key so relied on staff to lock and open her door. The alleged theft was reported to the police.</p> <p>The other YP in the placement denied taking her items. The placement agreed to replace the TV stick, however the YP wants her Nintendo to be replaced too</p>	26/05/2020	01/06/2020	Practice	Stage 1 Not upheld	<p>The TM responded that the YP living in a Semi-independent placement, where all young people have been provided with keys to their own rooms. It is understood that it is the responsibility of all young people to ensure that they lock their rooms when</p>

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	<p>and believes that placement is responsible.</p>					<p>leaving the placement.</p> <p>In discussion with the YP's leaving care worker she advised that the first she knew about the YP having/losing her keys was after the alleged break-in.</p> <p>The YP's allocated worker has also spoken to the Staff member who confirmed that the YP alleged that she lost her keys some time back and was relying on staff to lock and unlock her door. It transpires on this occasion that the YP asked a staff member to lock your door, but they forgot to do so.</p> <p>The placement advised the team that they do not accept responsibility for what was an oversight on</p>
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						<p>their part but as a gesture of good will replaced the TV stick.</p> <p>They were asked to replace the keys immediately and since everyone is being advised to reduce contact with people on the outside, they are aware of how important the game must be.</p> <p>It has been made clear to the YP that she is responsible for her keys and personal possessions but as a further gesture of good will, Social Services will offer her a replacement towards the Nintendo game.</p> <p>The complaint was not upheld.</p>
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159949	<p>The 29/04/2020 complainant 13/05/2020 an advocate that she feels she is being forced to live with her sister and she does not want to live with her. She wants to stay in foster care.</p> <p>YP requested a change in Social Worker as she is unhappy with some things that the SW said to her.</p>	29/04/2020	13/05/2020	Practice	Stage 1 Partially upheld	<p>The TM responded that the issues and request not to live with her sister cannot be dealt with under the complaints procedure as these matters are currently being dealt with within court proceedings.</p> <p>The TM spoke to the SW about the alleged inappropriate conversation she had with the YP where the YP. The TM spoke to the SW and advised the YP in her response that she can understand why she may have seen the SW's approach as aggressive and apologised for this.</p> <p>The TM responded that she is unsure at this stage that a change in social worker will help the YP</p>
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						<p>because the new social worker would still be required to follow court direction and represent the Local Authority plan of a return to her sister's care. At this time Social Services will not be reallocating the case but will continue to listen to the YP and can consider this again following the court proceedings.</p> <p>The complaint was partially upheld.</p>
160060	<p>The father of a YP complained about the allocated SW and that he was not invited to attend the LAC review or asked to provide their views. He said that the SW was unprofessional and would like a new worker allocated.</p> <p>The father is not happy about the contact arrangements that are in place to see his child. He also feels that the foster parents are biased towards him.</p>	11/05/2020	15/06/2020	Practice	Stage 1 Partially upheld	<p>The TM responded that the SW should have invited the parents to the LAC review. He apologised that they had not been invited and assured him that this would not happen again.</p> <p>The TM advised that due to Covid19 restrictions the YP had</p>

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						<p>requested contact via letter as contact was not allowed at this stage. He later requested telephone contact which went ahead.</p> <p>The TM reassured the complainant that the foster family were not biased towards him.</p> <p>The TM said that he did not agree that the SW was unprofessional and that he would not be allocating a new worker.</p> <p>The complaint was partially upheld.</p>
160252	<p>The YP made a complaint via her advocate about the way she was treated whilst she was in care. The YP's desired outcomes are:</p> <ul style="list-style-type: none"> • an apology • quota housing as she is not happy living where she is at the YMCA • financial support to go back to 	27/05/2020	09/06/2020	Practice	Stage 1 Partially upheld	<p>The TM advised the YP that she had agreed to engage with the Specialist Support Team and Aftercare team with regards to accommodation. Should this be unsuccessful in</p>

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	<p>education</p> <ul style="list-style-type: none"> • a laptop • face to face meeting with CY • YP wants more contact with her sister • YP wants to know why she did not get any savings when she turned 18. She got about £300 and it does not reflect the time she was in care. • requests a new pathway plan update. She kindly asks that her advocate supports her during the pathway plan update. 				<p>providing a viable housing alternative, she would be supported in applying for private rented accommodation. The YP will be provided with one month's rent and deposit and a Leaving Care Grant, to purchase essential items.</p> <p>The YP is expected to take an active role in seeking and reviewing affordable private rented properties with the support of the Aftercare Team.</p> <p>The TM advised the YP that she had advise a manager that she wanted to resume her education.</p> <p>The manager submitted an application to the Care leavers IT scheme, for a laptop and internet dongle in April 2020.</p>
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						<p>The YP would be notified once they become available.</p> <p>The TM agreed to review the request for more contact with her sister.</p> <p>The manager said she would review payments made to the YP during her time in foster care and scrutinise financial records, with a view to assessing whether the YP had not received adequate savings. The YP will be informed if any savings are owed to her and an appropriate payment will be administered with financial advice thereafter.</p> <p>The YP was advised that a meeting would be arranged to discuss her Pathway plan with her advocate and</p>
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						<p>Aftercare services.</p> <p>The complaint was partially upheld.</p>
160466	<p>The YP complained via her advocate that she is currently in a children’s home and was advised that Social Services were looking for a foster placement and school for her closer to Ealing.</p> <p>The placement was meant to end 4 months ago. The YP understand that the country is in lockdown but does not think that that should be a reason for not finding a new placement for her.</p>	19/06/2020	30/06/2020	Practice	Stage 1 Not upheld	<p>The TM apologized that the YP is upset. The TM explained that they say they would try and find an appropriate foster carer. One was found but was not deemed to be a suitable match. The team will continue to search for a suitable foster carer, in the meantime, the YP will remain in the current placement. The TM said that the YP had formed good relationships with the staff at her current placement.</p> <p>The placement are currently looking for a therapeutic therapist for the YP to talk to in the local area.</p>

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						<p>The TM advised that the SW would keep the YP informed about any future plans.</p> <p>The complaint was not upheld.</p>
161218	<p>The complainant complains that the Social Worker (SW) will not allow her to see her child that has been adopted.</p> <p>The complainant threatened self-harm if she was not able to see her child.</p>	27/08/2020	11/09/2020	Practice	Stage 1 Not upheld	<p>The Team Manager (TM) provided a response addressing the issues.</p> <p>The TM had called the complainant to check on her well being due to concerns about her mental health prior to the complaint being made. The complainant had reassured the TM that she was ok.</p> <p>The TM advised the complainant to reach out to support services and her family whom she said support her.</p> <p>TM acknowledged that the complainant was not happy with the</p>

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						decisions made by the courts but that they would continue to support her.
160960	<p>The Young Person (YP) complained via her advocate:</p> <ul style="list-style-type: none"> ▪ That Ealing Children’s Services have failed to provide her with proper support from February till June 2020. ▪ That they have not made proper provision for her to access her rightful financial support without having to chase this up every time. ▪ That staff at the Leaving Care Team are difficult to contact and have spoken to her and about her in an offensive manner 	05/08/2020	18/08/2020	Practice	Stage 1 Partially upheld	<p>The TM responded to the complaint and advised that there was no evidence of inadequate support and that 3 different Social Workers had been assigned at the YP’s request.</p> <p>The TM apologised for the length of time that it took for her to receive her weekly subsistence due to the error made around the date to commence the process, by the Business Support Team.</p> <p>About the communication between the YP and the Leaving Care Team Staff, the TM is of the view that perhaps the</p>

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						<p>communication breakdown is due to YP's approach and the fact that she does not allow for explanations to be given.</p> <p>The complaint was partially upheld.</p>
161046	<p>The mother of the YP currently in a placement sent several emails and points of complaint:</p> <ul style="list-style-type: none"> • That she has asked for a contact plan with a risk assessment attached to it • YP's mother wrote about her concern around her daughter not being seen by a mental health professional for 18 months. • The YP's mother wrote about the contact on the weekend of the 15th August 2020 being cancelled and how disappointing this is for the YP and yourself. • YP's mother wrote about not being happy that the risk assessment was not shared with her or updated. • Complainant wrote about her 			Practice	Stage 1 Partially upheld	<p>The TM responded in great detail to each of the points raised by the YP's mother.</p> <p>The TM acknowledged that the complainant had received a contact schedule provided by the allocated social worker (SW) on 6 July 2020. I had apologised about this document getting to you later than expected during this time.</p> <p>They did not attach a risk assessment to this contact schedule as TM always stresses, risk is always being</p>

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	<p>concerns that there was no meeting and how she wants a meeting by the end of Friday, 14th August.</p> <ul style="list-style-type: none"> • Complainant wrote about how Ealing have lied about her not wanting a parenting assessment. • Complainant wrote about how the YP was missing all night and the TM did not call her. • The complainant most recently wrote about wanting an update around the referral to the Access to Resources Team, regarding the need for a new placement for her daughter 					<p>addressed and the assessment is fluid and changing as the YP's needs change. and will send this document by the end of the week, 28th August 2020.</p> <p>All aspects of the complaint were addressed and the TM apologised that she has been unhappy with decisions that have been made in the past weeks. The TM reassured the complainant that Ealing's Connect Team, Fusion, our Contextual Safeguarding Team, and Ealing Senior managers are all working together to help provide the best outcomes for her daughter.</p> <p>The complaint was not upheld.</p>
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161424	<p>YP made a complaint via his advocate.</p> <ul style="list-style-type: none"> • Social Worker – The YP feels that his Social Worker (SW) has been dragging the housing issue and, not listening or considering his wishes and feelings. • Social Worker has not considered the letters the psychiatrist sent to him which confirm the support the YP needs. YP feels that the SW does not attend to the appointments that he has about placements. • YP doesn't want to live in shared accommodation • Education – YP says that as a result of not having accommodation situation resolved "My college has been withdrawn because I have no residency, the college called and emailed my Social Worker to resolve residency' • YP would like independent accommodation near his college. 	15/09/2020	21/09/2020	Practice	Stage 1 Not upheld	<p>The TM provided a response to each of the concerns raised.</p> <p>Two professional meetings were held it was explained to the YP that the local authority is short of quota accommodation and that it is not possible to just allocated him a property. Other options were discussed.</p> <p>Issues around Covid19 restrictions were also discussed.</p> <p>The YP said he wanted to look for rented accommodation and was informed that the Local Authority would support him by providing one month's rent and once months deposit once you have identified</p>
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						<p>accommodation.</p> <p>The YP met with his worker on 17th July and advise that he did not think it was his responsibility to find a flat.</p> <p>On 4th of September the leaving care worker contacted the YP informing of another possible property to view. A viewing was arranged for 11th September. YP saw another young person from one of the other flats. He left the viewing and stated that he is not prepared to share a property with anybody else.</p> <p>On 29th July, YP was informed that he would be leaving the placement and never to return there. The YP</p>
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					<p>was offered another placement but refused the offer.</p> <p>On 30th July, YP had left the placement.</p> <p>The placement remained open until 27th August.</p> <p>The YP met with his worker on 27th August and left after 10 mins as no flats were available.</p> <p>Later on that day a property did become available but the YP refused it.</p> <p>Education -The team received an email from Stratford college, where it states the YP had pre-enrolled from last year in an Entry 2 class. There is no reason why the college would withdraw the</p>
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						<p>YP's application based on him having no accommodation as he did not have accommodation.</p> <p>The complaint was not upheld.</p>
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:</p> <p>'Unfortunately, as the country moved into lockdown, and our staff group started to work from home some elements of communication with colleagues from other</p>

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					<p>parts of the service has on occasions suffered. However, from my conversations with those workers 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</p>
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						forward.
182277	<p>The Young Person (YP) made a complaint via his advocate. His complaint is:</p> <p>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.</p> <p>This has led to:</p> <p>a) YP being unclear of his rights and entitlements and how he will be supported once he reaches 18 years of age.</p> <p>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</p>	02/12/2020	16/02/2020	Practice	Stage 1 Partially upheld	<p>The Team Manager (TM) responded to the complaint.</p> <p>1.The Care Act Assessment</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 that a meeting has been set up to discuss young</p>

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	<p>look like.</p> <p>The YP's desired outcomes are:</p> <ul style="list-style-type: none"> • 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. • For the YP to be allocated a Personal Adviser as a matter of urgency with introduction prior to his 18th birthday. Key focus on Staying Put arrangements and advice/support to access relevant benefits as a Care leaver with a disability. • 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. • A formal apology for the 					<p>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>2. Reimbursement of the cost of the laptop and driving lessons</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 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</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>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>3. Allocation of a Personal Adviser</p> <p>If the YP’s case remains allocated to his allocated worker 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</p>
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						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.
CSC001	<p>The YP's parents complained that their son's foster parents have breached covid19 protocols and have symptoms and are worried their son will contact Covid19.</p> <p>They also complaint about the Social Worker and that they feel Social Services do not care about their son or the situation.</p> <p>The foster care was previously involved in serious lockdown violation with our child which the parents had complained to the local authority but the social worker did not take any action on the violation by the foster carers.</p>	22/02/2021	05/03/2021	Practice	Stage 1 Partially Upheld	<p>The Team Manager (TM) provided a written response to the complaint.</p> <p>The TM responded that the parents of the YP had emailed the Social Worker (SW) asking for an immediate update about their son whilst she was on leave. The SW replied upon her return from leave providing a detailed update on their son's wellbeing.</p>

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<p>The social worker sent an email stating that the foster carers of their child living in foster care have shown symptoms of COVID.</p> <p>However, it is proposed that the child continues to be staying in the same foster care, albeit in a separate room but there are no details provided about how his food and other daily activities will be looked after without the foster carers who are believed to have symptoms of COVID</p> <p>The parents also complained that the social worker was going on leave.</p> <p>Prior to this, the social worker did not send any update for several months about the child's well-being and on 2nd February, when parents asked for an update, the social worker stated that she was away for a while and hence could not send any updates.</p> <p>Parents requested the following:</p> <p>-The child should be allowed to live with his parents during this period so his well-being is</p>					<p>The foster carer's social worker was informed earlier in the week that one of the foster carers had not been feeling well and had decided to self-isolate from the rest of the family in the family home and ordered a COVID test.</p> <p>As is the legal requirement when someone in the household is awaiting a COVID test result, the rest of the family also self-isolated during that week, including their son. It was half term week and therefore no school was missed.</p> <p>The foster carers support network were able to deliver food and essential requirements and there was no concerns about the care that your son was getting. There was daily</p>
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	<p>safeguarded</p> <p>-The child should be moved immediately to a safe respite care where the family has been tested negative for COVID and;</p> <p>-The child should have daily video call with parents showing the parents that he is safe and doing well.</p> <p>-The COVID infected foster carers should not be allowed to go into the child's room or anywhere near the child at any time until they have been tested negative for COVID. There is currently no assurance for this and the foster carers have been previously prone to violations during lockdown in June last year.</p> <p>-Parents should have clear details about how the child will be looked after i.e. his meals and his other daily activities and how the child will be managed while his carers are infected with COVID.</p> <p>-The social worker should not be allowed to go on leave until the</p>					<p>contact with the foster carers and the social work team, as is the protocol within the team.</p> <p>On the 19th February the social work team were informed that the foster carers test was positive. A decision was made to test the YP immediately. The social worker made contact with the parents on the 19th to inform you of this and to give you an update on his wellbeing.</p> <p>The parents emailed the social work team, manager and IRO a list of actions they required the team to do. The actions included violations to the legal requirements, such as moving their son to a new placement or into their care and a high level of contact between</p>
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	<p>child has been placed in a safe respite care where he is not subject to any risk of COVID and he can go to school as usual for children in care.</p> <p>-The social worker has to provide updates to parents twice daily about the well-being of the child.</p> <p>Parents have not received any response from the social worker to whom we have replied by email proposing the above.</p>					<p>them and their son.</p> <p>The YP later tested positive for Covid19 but was not unwell. The SW kept the parents up to date and as he was unwell there was no need to move him from the foster placement.</p> <p>Discussions took place about contact with their son and video calls arranged.</p> <p>The complaint was partially upheld with regards to the communication received from the social worker team, whilst there was regular communication during this time, there was a delay in providing an update having been told their son had COVID.</p>