

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/07/2020 and 30/09/2020**

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
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 decisions made by the courts but that they would continue to support her.</p>
160960	<p>The Young Person (YP) complained via her advocate:</p> <ul style="list-style-type: none"> <li>▪ That Ealing Children's Services have failed to provide her with proper support from February till June 2020.</li> <li>▪ That they have not made proper provision for her to access her rightful financial support without having to chase this up every time.</li> <li>▪ That staff at the Leaving Care Team are difficult to contact and have spoken to her and about her in an offensive manner</li> </ul>	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 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>

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/07/2020 and 30/09/2020**

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
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"> <li>• That she has asked for a contact plan with a risk assessment attached to it</li> <li>• YP’s mother wrote about her concern around her daughter not being seen by a mental health professional for 18 months.</li> <li>• The YP’s mother wrote about the contact on the weekend of the 15<sup>th</sup> August 2020 being cancelled and how disappointing this is for the YP and yourself.</li> <li>• YP’s mother wrote about not being happy that the risk assessment was not shared with her or updated.</li> <li>• Complainant wrote about her concerns that there was no meeting and how she wants a meeting by the end of Friday, 14<sup>th</sup> August.</li> <li>• Complainant wrote about how Ealing have lied about her not wanting a parenting assessment.</li> <li>• Complainant wrote about how the YP was missing all night and the TM did not call her.</li> <li>• 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</li> </ul>			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 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, 28<sup>th</sup> 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 coplmainant 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>

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/07/2020 and 30/09/2020**

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1: Outcome
161424	<p>YP made a complaint via his advocate.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• YP doesn't want to live in shared accommodation</li> <li>• 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'</li> <li>• YP would like independent accommodation near his college.</li> </ul>	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 accommodation.</p> <p>The YP met with his worker on 17<sup>th</sup> July and advise that he did not think it was his responsibility to find a flat.</p> <p>On 4<sup>th</sup> of September the leaving care worker contacted the YP informing of another possible property to view. A viewing was arranged for 11<sup>th</sup> 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 29<sup>th</sup> July, YP was informed that he would be leaving the placement and never to return there. The YP was offered another placement but refused the offer.</p>

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/07/2020 and 30/09/2020**

						<p>On 30<sup>th</sup> July, YP had left the placement.</p> <p>The placement remained open until 27<sup>th</sup> August.</p> <p>The YP met with his worker on 27<sup>th</sup> 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><b>Education</b> -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 YP's application based on him having no accommodation as he did have accommodation.</p> <p>The complaint was not upheld.</p>
--	--	--	--	--	--	---