

SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.

Ensure timescales for assessments are kept and customer kept updated on progress.

Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings.

Ensure reports are supplied to clients within statutory timescales

Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales.

Ensure timescales for arranging educational provisions are kept and customer kept updated on progress.

SW to ensure they attend or re-arrange meetings as required.

SW need to complete agreed tasks within agreed timescales or keep client fully updated as to any delays.

SW need to ensure correct files and documents are ready and up-to-date and that they supply required documents for all court cases.

SW to ensure any legal advice they supply is correct.

Ensure client's claims are updated swiftly to ensure they continue to receive full entitlements.

Ensure a personal advisor is allocated to a client swiftly once required.

Ensure safeguarding referrals are completed within statutory timescales and that the client remains constantly informed and updated throughout full process.

Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.

Ensure care plans are fully assessed and implemented within statutory timescales and that the client remains constantly informed and updated throughout full process.

SW needs to ensure they communicate agreed actions with all parties involved.

Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process.

SW needs to ensure they arrange/action agreed support/ respite care and ensure client is receiving the full agreed support.

*Managers need to ensure all reports of violence are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process.*

*Ensure SW attend meetings as arranged or re-arranged to ensure they are able to attend.*

*Ensure all relevant 3<sup>rd</sup> party professionals are invited to relevant meetings.*

*Ensure when responding that all points have been covered or clear details as to when the customer can expect a response or update.*

Case Ref (Service Reference ID)	Division (Service Area)	Service Area Name (Service Area)	Stat Stage 1 Outcome	Raised by	high level detail	Learnings:
CASE4087095	Looked after children and resources	LAC - Leaving care - Statutory Childrens	Not Upheld	By the Client	Delay releasing savings to client Contacting SW but not receiving resolution	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4089533	0 - 25 SEN & Disability	Disability	Upheld in Part	Parent - Mother	Lack of contact or support from SW Failure to implement agreed actions of meeting 12 months prior - Chased but received no update or action	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4098823	Looked after children and resources	Looked after children (previously Permanence Service 1) - Statutory Childrens	Not Upheld	By the Client	Meetings cancelled without prior warning when client had already arrived on site Delay completing age assessment Client feels the assessors were rude and aggressive and shouted Decision letter issued Jan 17 but client had not received the full report in July 17	Ensure timescales for assessments are kept and customer kept updated on progress. Ensure adequate time/warning is given to client prior to arranging/cancelling or changing meetings. Ensure reports are supplied to clients within statutory timescales
CASE4095831	Looked after children and resources	LAC - Adoption & SGO - Statutory Childrens	Upheld in Part	Parent - Mother	Lack of support from SW SW was not taking client's religion into consideration	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4100543	0 - 25 SEN & Disability	Disability	Upheld	Career	Delay from transition team to sort placement Delay from transition team receiving confirmed placement or plan Lack of contact or support from SW and lack of response to client's requests No stability as multiple SW assigned to case - SW change with little or no notice	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4104522	Looked after children and resources	LAC - Adoption & SGO - Statutory Childrens	Upheld in Part	Manager - Willows House	Assault concerns raised to SW who did not respond Delay submitting a referral following contact with SW Failure/delay regarding agreeing the Educational provision Agreed task outlined for the SW was delayed SW was late/did not attend meeting called by the lead Clinical psychologist	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales. Ensure timescales for arranging Educational provisions are kept and customer kept updated on progress. SW to ensure they attend or re-arrange meetings as arranged. SW need to complete agreed tasks within agreed timescales or keep client fully updated as to any delays.
CASE4107677	Care Planning Service	Children in Need (previously Care Planning 1) - Statutory Childrens	Upheld in Part	Parent - Mother	SW unprofessional SW did not prepare required Section 7 in time for court appearance SW does not speak to the children properly, client concern child has stated will self-harm rather than meet SW Client was given advice by SW which SW claimed legal provides which proved incorrect	SW need to ensure correct files and documents are ready and up-to-date and that they supply required documents for all court cases. SW to ensure any legal advice they supply is correct.
CASE4110061	Looked after children and resources	Looked after children (previously Permanence Service 1) - Statutory Childrens	Upheld	Advocate	Delay allocating a Personal Advisor Lack of contact or support from service/SW Not receiving any payments from Croydon since client turned 18	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure client's claims are updated swiftly to ensure they continue to receive full entitlements. Ensure a personal Advisor is allocated to a client swiftly once required.
CASE4121952	Looked after children and resources	Looked after children and adoption (previously Permanence 2) - Statutory Childrens	Not Upheld	Parent - Father	Lack of contact or support from service/SW CAHMs refusing responsibility to assist Failure to safeguard child	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure safeguarding referrals are completed within statutory timescales and that the client remains constantly informed and updated throughout full process. Ensure we respond and clearly explain to requests why they cannot be granted and the clear reasons for this in writing.
CASE4123575	0 - 25 SEN & Disability	Disability	Rejected	Parent - Mother	Lack of contact or support from Council	Complaint was rejected as Court Proceedings currently underway
CASE4134062	0 - 25 SEN & Disability	Disabilities - Statutory Childrens	Upheld in Part	Parent - Father	Delay completing/supply a Care Package Lack of contact or support from SW and lack of response to client's requests	Ensure care plans are fully assessed and implemented within statutory timescales and that the client remains constantly informed and updated throughout full process. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave
CASE4170708	Looked after children and resources	LAC - Adoption & SGO - Statutory Childrens	Upheld in Part	Aunt / Career	Lack of contact or support from SW and lack of response to client's requests SW not updating foster carer of agreed contact	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. SW needs to ensure they communicate agreed actions with all parties involved.
CASE4144784	Care Planning Service	Children in Need (previously Care Planning 1)	Not Upheld	Parent - Mother	SW inappropriate behaviour with client's child Client was advised a merlin was raised but has heard nothing further from Council Breach of confidentiality	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process.
CASE4149247	0 - 25 SEN & Disability	Disabilities - Statutory Childrens	Upheld	Sister	Failure to supply agreed extra respite care Lack of contact or support from SW and lack of response to client's requests	SW needs to ensure they arrange/action agreed support/ respite care and ensure client is receiving the full agreed support. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4154405	Care Planning Service	Child Protection and Proceedings (previously Care Planning 2) - Statutory Childrens	Closed - Consent not received	Sister	Inaccurate information held on system - advised would be rectified but was not and incorrect info supplied to courts SW advised client that she doesn't want to get involved in the case Lack of support from SW resulting in OOB placement	SW need to ensure correct files and documents are ready and up-to-date and that they supply required documents for all court cases. Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process.
CASE4164863	Care Planning Service	Child Protection and Proceedings (previously Care Planning 2) - Statutory Childrens	Not Upheld	By the Client	SW threatened violence on clients Mum Delay/Failure to complete a review of the original assessment Lack of support from SW	Ensure timescales for assessments are kept and customer kept updated on progress. Managers need to ensure all reports of violence are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process.
CASE4192756	Care Planning Service	Assessments (previously CIN - Triage & Immediate Response) - Statutory Childrens	Upheld in Part	Sister	Delay completing viability assessment Lack of contact or support from SW and lack of response to client's requests	Ensure timescales for assessments are kept and customer kept updated on progress. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4179681	Care Planning Service	Children in Need (previously Care Planning 1) - Statutory Childrens	Not Upheld	By the Client	Lack of support from SW Client feels the SW is harassing them Unhappy with the frequent (and sometimes unannounced) visits by SW	SW/Manager need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4180449	Care Planning Service	Assessments (previously CIN - Triage & Immediate Response) - Statutory Childrens	Not Upheld	Parent - Father	Failure to act on safeguarding referral Lack of support from SW	Ensure safeguarding referrals are completed within statutory timescales and that the client remains constantly informed and updated throughout full process. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave
CASE4200133	Care Planning Service	Child Protection and Proceedings (previously Care Planning 2) - Statutory Childrens	Upheld in Part	Parent - Father	Lack of contact or support from SW and lack of response to client's requests	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4203533	Looked after children and resources	LAC - Leaving care	Not Upheld	Advocate	Lack of support from Council/SW resulted in client becoming homeless Lack of support from SW	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.
CASE4215274	Looked after children and resources	LAC - Adoption & SGO - Statutory Childrens	Upheld	Career	Delay arranging funding Lack of support from SW	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure client's claims are updated swiftly to ensure they continue to receive full entitlements.
CASE4218715	Looked after children and resources	LAC - Adoption & SGO - Statutory Childrens	Upheld	Advocate	Delay in completing assessment Poor standards in care provision	Ensure timescales for assessments are kept and customer kept updated on progress.
CASE4230942	Care Planning Service	Children in Need (previously Care Planning 1)	Not Upheld	Parent - Father	Requests for support were ignored Lack of support from Croydon Council	Service need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave.

Officer Dealing	Date Received	Date Response Sent	In SLA	Case Ref	Division (Service Area)	Service Area Name (Service Area)	Outcome	Raised by	high level detail	Learnings
RE	03/10/17	17/10/17	Yes	CASE4237203	Care Planning Service	Assessments - Childrens	Upheld in Part	Parent - Mother	Delay receiving social services report Failure to advise mother of concerns for child's safety Council did not complete follow on checks to confirm child was safe	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales. Ensure letters/reports are issued to all relevant persons Ensure safeguarding referrals are completed within statutory timescales and that the client remains constantly informed and updated throughout full process, and that follow-on contact made for safeguarding concerns
RE	23/10/17	07/11/17	No	CASE4266742	Care Planning Service	Child Protection and Proceedings	Not Upheld	Parent - Mother	Lack of contact from SW Lack of support from social services or the allocated SW SW are meeting with people about her case and not informing her	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. SW needs to ensure they communicate agreed actions with all parties involved.
RE	31/10/17	13/11/17	Yes	CASE4277695	Early Help and MASH	Early Help and Partnerships		Advocate	The key worker met the client without an interpreter The key worker prepared an assessment which was not shared with the client and the client was unable to make comments The assessment was shared with housing without the clients consent and the KW gave opinions to housing which affected the housing review decision A copy of the assessment was only supplied after the client requested a copy	Ensure reports are supplied to clients within statutory timescales Ensure timescales for assessments are kept and customer kept updated on progress and advised when an assessment is being completed. Complete agreed tasks within agreed timescales or keep client fully updated as to any delays. Ensure we communicate agreed actions with all parties involved, this includes requests or need for interpreter.
RE	01/11/17	14/11/17	Yes	CASE4279563	Looked after children	Looked after children	No Finding			
KH	03/11/17	07/11/17		CASE4287771	Care Planning Service	Children in Need	Not Upheld	Father	Father unhappy mother and children had been housed in a refuge and he has had no contact with them and does not know where they are.	Communication - ensure all parties/parents are kept informed of the decisions taken and reasons for the decision taken. Also to ensure parents are aware of their rights and are correctly directed for assistance.
RE	03/11/17			CASE4296851	Mental Health Social Care	MH Safeguarding				
SS	07/11/17	20/11/2017		CASE4288873	Care Planning Service	Children in Need	Upheld in Part	Mother	Parent unhappy with the support they are receiving/not receiving from social worker.	Give regular updates and correct information.
SS	07/11/17	19/11/17		CASE4289111	Care Planning Service	MASH	Upheld in Part	Father	The assessment completed has not been shared with you, your partner or your support network. Croydon Social services should have spoken to your support network to have a clear understanding of your difficulties. The social worker did not write to you or your partner about the meeting of making our children 'Child in need'. You feel bullied and afraid of the allocated social worker.	Ensure those who are involved in the assessment receive a copy of the assessment when it is finalised. Ensure parents are able to attend the date set for meetings.
RE	08/11/17			CASE4291680	Care Planning Service	Children in Need	Rejected	Parent - Mother	Mother trying to stop care proceedings; lack of communication with SW team, delay in foster carer payments to paternal grandmother.	Case going ahead to care proceedings, we cannot address the complaint as it may prejudice the case.
KH	10/11/17	10/11/17	Yes	CASE4293822	Looked after children and resources	Looked after children (previously Permanence Service 1) - Statutory Childrens	Upheld			
SS	14/11/17			CASE4299551	Looked after children and resources	Looked after children and adoption		Parents	Reduction in allowance.	COMPLAINT NOT RESOLVED YET.
KH	16/11/17	12/12/17		CASE4303723	Looked after children and resources	Looked after children and adoption	Upheld	Foster child	Foster child complaining of poor communication, lack of action and financial support	Explanations of decisions taken to be fully conveyed to service users. To ensure that all aspects of a case are taken into account before decisions are made.
KH	20/11/17	07/12/17		CASE4309389	Care Planning Service	Children in Need (previously Care Planning 1)	Not Upheld	Mother	Lack of communication, lack of promised action and disagreement with assessment	Improved communication. Explanations should be given as to the reasons for an outcome of an assessment. More attempts to contact a service user to be made and not just e-mail.
RE	21/11/17			CASE4312775	Looked after children and resources	Looked after children and adoption		Parent - Mother	Re assessment; child up for adoption and feels let down.	
RE	22/11/17			CASE4310635	Looked after children and resources	Looked after children and adoption		Parent - Mother	Lack of contact and support; lack of response to requests for assessment for son.	
KH	13/12/17			CASE4310887	Care Planning Service	Child Protection and Proceedings (previously Care Planning 2) - Statutory Childrens			Unhappy with number of social workers, unhappy with actions taken by social worker and incorrect focus of fathers drinking rather than childrens education	Improved communications. Explanations as to why it is important to focus on certain areas of family.
RE	22/11/17			CASE4313088	Care Planning Service	Children in Need		Parent - Mother	Parent feels MH assessment should have been carried out and medical evidence sought.	
RE	24/11/17			CASE4315153	Child Protection	Care Planning		Parent - Great Grandmother	GGM feels child should be placed with her, and says this was verbally agreed.	
RS	29/11/17	13/12/17	No	CASE4324067	Assessments (previously CIN - Triage & Immediate Response) - Statutory Childrens	Care Planning	Not Upheld	Aunt	Lack of support from Council - Children know and placed by Council at risk of homelessness	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process. Follow on checks to be completed when vulnerable children are placed to ensure ongoing support is in place. Positive learning - swift action was taken in co-ordination with housing rents to ensure arrears on property were wiped and rent held to ensure that the vulnerable children in lamp placement at property were not placed as risk of homelessness
RS	30/11/17	09/01/18	No	CASE4326075	Care Planning Service	Assessments (previously CIN - Triage & Immediate Response) - Statutory Childrens	Upheld	Career	Delay receiving payments Lack of support from Council - no information on progress of court involvement Council had not supplied copied of requested reports Copies minutes from the strategy meeting were not supplied	SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure reports are supplied to clients within statutory timescales Ensure careers claims are updated swiftly to ensure they continue to receive full entitlements.
RS	04/12/17	22/12/17	No	CASE4329810	0 - 25 SEN & Disability	Disability	Upheld in Part	Advocate	Failure to action concerns raised in safeguarding referral Council has delayed in establishing clients mental capacity Social worker has not been completing agreed actions regarding contacting the clients schools for information Delay confirming if request for respite has been received and if it is being considered	Ensure all reports/concerns are correctly raised, investigated and responded to within adequate timescales and that the client remains constantly informed and updated throughout full process. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure safeguarding referrals are completed within statutory timescales and that the client remains constantly informed and updated throughout full process. SW needs to ensure they arrange/action agreed support/ respite care and ensure client is receiving the full agreed support.
SS	07/12/17			CASE4341160	Looked after children and resources	Looked after children and adoption (previously Permanence Service 2)				
RE	08/12/17			CASE4339398	Care planning 2	CIN				
RS	11/12/17	17/01/18	No	CASE4343802	0 - 25 SEN & Disability	Disability	Upheld	Client	Delay confirming if request for respite has been received and if it is being considered Lack of contact or updates from council / SW Delay receiving payments Client had made requests for support and service for the child and is not receiving updates or feedback - long delays Service were in constant contact with the customer when they received the complaint Apologies for errors and has offered £2000 compensation for the delays Officer is working closely with customer moving forward to ensure no further delays experienced	SW needs to ensure they arrange/action agreed support/ respite care and ensure client is receiving the full agreed support. SW need to respond to all emails/contact within corporate timescales and ensure clients are supported when they are on leave. Ensure timescales for assessments are kept and customer kept updated on progress.
SS	12/12/17	13/12/17	Yes	CASE4341366	Looked after children and resources	Looked after children and adoption (previously Permanence Service 2)	No Finding			
RE	15/12/17	18/12/17	Yes	CASE4346747	Care Planning Service	Assessments - Children	Not Upheld			
RE	18/12/17			CASE4348376	Looked after children and resources	Looked after children and adoption (previously Permanence 2) - Statutory Childrens				

