



**Complaint Recommendations Action Plan**  
**July 2013 Last updated September 2013**

No	Outcome	Action	Lead/ Timescale	Resource	Evidence
1	That parent/carers, children and young people are aware and understand child protection process. <b>Recommendation 9.2, 9.5</b>	1. That parent/carers have a guidance note explaining child procedures in regard to case conferences.	S.A & E.R  August 2013	None	Guidance note available for Parent/Carers. <b>Leaflets now available. Social workers will ensure they see families a week prior to a conference taking place if possible.</b>  ICS Record relating to pre-conference meetings with family outlining what information has been shared.
2	Parents/carers, children and young people feel that their views and needs have been taken into consideration. <b>Recommendation 9.2</b>	1. That parent/carers, children and young people's views and opinions are obtained prior to the conference. 2. Social Care Team to facilitate a complaints feedback meeting with staff to cover procedural aspects around expectations around contents of report. 3 Monitoring of compliance through quality assurance mechanisms and IRO/CP challenge	S.A & J.E  August 2013	Additional costs involved in IRO & CP chairs reviewing cases notes on ICS	Evidence through thematic case file audits.  <b>Reports and minutes are reflecting the views of parents and carers.</b>  Through minutes of complaint feedback meeting whereby social workers are made aware of their responsibilities re procedures. <b>An information pack will be given to parents/carers and children where applicable this will include the complaints procedures.</b>



					Monitoring feedback from IRO/ CP chairs.
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3	Staff have a range of skills and support to work with resistant families. <b>Recommendation 9.2 &amp; 9.3</b>	1. That staff have training in working holistically with families who may be resistant to social work intervention. 2. That reflective learning sessions take place, looking at different methodologies in working families.	S.A & J.E Complete and in progress	Solihull approach £1000 per each member of staff.	Staff training record of completing Solihull Approach added to Trent HR system.  Information on Reflective Practice Meetings.
4	That staff have regular Child Protection Training and feel confident in understanding child protection procedures. <b>Recommendation 9.3</b>	1. That all staff have regular child protection training, at least once every 3 months. 2 That there is shared learning from this training within the team. 3. That all staff record training undertaken in Trent HR system.	S.A & J.E Complete and in progress	External Training Costs	Through supervision records. Completed L&D form and Trent HR system training records. Team Meeting Minutes – evidence of shared learning.
5	That templates used by Children's Social Care meet statutory requirements of the Service. <b>Recommendation 9.4 &amp; 9.6</b>	1. That all staff are trained in using Frameworki. 2. That all meetings, reports and assessments are recorded on Frameworki.	P.D & S.A August 2013	External Training Costs & System costs	Evidenced through use of Frameworki Case File audits Monitoring Data from IRO's and C.P Chairs.
6.	That all staff are aware of the policy and procedures of Children's Social Care. <b>Recommendation 9.2 &amp; 9.8</b>	1. Parents are informed prior to child protection as to the reason for the conference and the implications and sent a copy of the guidance note – Discussion to be recorded on Framework-i. 2. Initial visits to families should be confirmed in writing to the family. 3. Arrangements made with the family on how	P.D, S.A & P.D August 2013		Evidenced through Meeting Minutes.  Audits completed.  Monitoring Forms completed by IRO and Child Protection Chairs.



		<p>they would ideally wish to be contacted to be recorded immediately on Frameworki so all staff are aware.</p> <p>4. Visits or telephone conversations should be recorded on ICS within 24 hours.</p> <p>5 Where there is a change of social worker there should be a handover of the case to the new worker and the family will be formally notified by letter.</p> <p>6. I.D's to be worn when undertaking visits</p> <p>7. Minutes of meetings to be sent out to families within <b>2 weeks.</b></p> <p><b>9. All confidential documents to be sent recorded delivery or by courier.</b></p>			Service user satisfaction through monitoring data collated at reviews.
No	Outcome	Action	Lead/ Timescale	Resource	Evidence
7.	<p>That child protection conferences and reviews are well attended by agencies.</p> <p><b>Identified need from LA</b></p>	1. Chris Pelham to follow recent trend of poor attendance at Conferences through the City Safeguarding Sub Group.	C.P September 2013		<p>Improved attendance by agencies at Child Protection Conferences. Evidenced in Child Protection Minutes on ICS</p> <p><b>CP raised this issue at the City of London Sub Committee of the City and Hackney Safeguarding Children Board on 25 September 2013</b></p>
8.	Assistant Director of People to discuss outcome of complaint with	1. Meeting to be arranged with complainant to discuss outcome of complaint and actions that have been taken.	C.P August 2013		<p>Minutes of meeting and outcome</p> <p><b>Meeting took place on 30 August</b></p>



	complainant and action that have being taken following recommendations. <b>Recommendation 9.7</b>				2013
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Action Plan cross referenced to Complaints Investigation Report recommendations on FM, Completed July 2013 **Actions reviewed and updated on September 2013 following meeting in August 2013**

#### Abbreviations

C.P – Chris Pelham, Assistant Director of People

P.D – Pat Dixon, Children’s Social Care Service Manager

S.A – Shaista Afzal, Team Manager

J.E – Joanne Eglington, Senior Social Worker

#### **Other issues raised in earlier sections of the report in relation to the Multi-agency case conference report.**

- The context of the Department’s involvement should be outlined
- Reports and chronologies should be checked for accuracy before signing off
- If appropriate there should be examples and analysis of how parent’s pasts have impacted on their parenting capacity.
- The report should be explicit about sources of information
- More evidenced based and be clear about why decisions had been taken
- Parent’s protective factors and strengths should also be included as well as concerns



- Other professionals such as the GP, school, health professionals and any consultation with the Police should inform the report.
- There should be clear analysis and clarity in relation to the level of risk.

(New Monitoring Forms post LAC reviews and child protection conferences has been developed to encompass whether the above is being action, IRO's and Conference Chairs will complete and data will be audited to ensure that there is compliance.)

**Other issue** Parents' needs as a carer to be assessed when appropriate.