

Education, Children and Families Committee

10am, Thursday 11 September 2014

Children and Families Response to Complaints Review Committee Outcome

Item number	8.3 (b)
Report number	
Wards	All

Links

Coalition pledges	P1: Ensuring every child has the best start in life
Council outcomes	CO1: Our children have the best start in life, are able to make and sustain relationships and are ready to succeed. CO3: Our children and young people at risk, or with a disability, have improved life chances.
Single Outcome Agreement	SO2: Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health.

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Complaints Review Committee

1. Recommendations from Complaints Review Committee

This report should be read in conjunction with the report from Committee Services relating to a Social Work Complaints Review Committee held on 28 August 2014. The decisions are set out below; and Section 2 informs councillors of the improvement action taken by Children and Families as a result.

1) Contact arrangements between the complainant and her grandson:

The Committee believed that the implementation of contact arrangements between the complainant and her grandson had been unsatisfactory and upheld this part of her complaint.

2) Changing the allocated social worker and team leader:

The Committee accepted that the Council had agreed to change the allocated social worker and team leader, and did not uphold this part of the complaint. The Committee was concerned about the time taken to achieve this outcome. The recommendation was that this happen by 8 September 2014.

2. Improvement Actions Taken

- 2.1 The Practice Team Manager for the East Neighbourhood Centre will ensure that communication between staff arranging and supervising contact visits will improve, (taking into consideration the complainant's prior unwillingness to share her mobile telephone number with staff).
- 2.2 The Practice Team Manager for the East Neighbourhood Centre will ensure that the newly allocated staff will be introduced to the complainant and her grandson by 8 September 2014.

3. Recommendations

- 3.1 The Education, Children and Families Committee is recommended to note the actions taken in relation to the decisions of the Complaints Review Committee on 28 August 2014.

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Appendices	None

Michelle Miller

Chief Social Work Officer