

# Education, Children and Families Committee

10am, Tuesday, 24 May 2016

## Children and Families' Response to Complaints Review Committee Outcome

Item number	8.8.2
Report number	
Wards	All

### Executive Summary

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This report outlines the actions taken by Children and Families following the recommendations of a Complaints Review Committee held on 11 March 2016.

### Links

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Coalition pledges	<a href="#">P1</a> , <a href="#">P8</a>
Council outcomes	<a href="#">CO3</a> , <a href="#">CO5</a> , <a href="#">CO6</a> , <a href="#">CO12</a> , <a href="#">CO13</a>
Single Outcome Agreement	<a href="#">SO3</a>

## Complaints Review Committee

### 1. Recommendations from Complaints Review Committee

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This report should be read in conjunction with the report from Committee Services relating to a Social Work Complaints Review Committee held on 11 March 2016. The decisions are set out below. Section 2 informs members of the improvement action taken by Children and Families as a result of the complaint.

- 1) The Complaints Review Committee recommends that written communication from the relevant services be improved and that in future the outcome of serious discussions is put clearly in writing to avoid confusion.
- 2) The Complaints Review Committee recommends the Council as a whole has a duty of care as regards children, and whilst the Kinship Support Team appear to have tried their best to help the complainant, advice and support from Housing does not seem to have been as of high a standard. Committee recommend the complainant (and Kinship Support Team) be provided with a clearer definition of what constitutes 'exceptional need'.
- 3) The Complaints Review Committee recommends the Council's legal services team urgently review the legal complexities of the case, as there appears to have been confusion about the legal feasibility of extending the property.

### 2. Improvement Actions Taken

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- 2.1 The Kinship Support Team will ensure that in future all substantial decisions taken following discussions/meetings with service users/carers and relatives will be provided in writing.
- 2.2 Colleagues from Housing Support Services have been asked by the Kinship Support Team to clarify the current allocation of priority points in the complainant's case and to provide further information as to the definition of 'substantial need'. Kinship and Housing Support Services staff are working together to develop a system to promote priority for eligible kinship carers in accessing available housing stock. An initial meeting was convened on 27 April, at which time action points were raised and are currently being taken forward. Progress against each action will be reviewed on 7 June 2016.

- 2.3 Housing Support Services have been asked to review the findings of the Complaints Review Committee and seek legal advice regarding some of the complexities and feasibility of the requested extension.

### 3. Recommendations

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- 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 11 March 2016. Recommendations two and three above relate to the Council's Housing and Regeneration Team, located within the 'Place' directorate and as such are out with the scope of the Education, Children and Families Committee. Recommendations two and three have been passed to the Housing and Regeneration Team for consideration and action as appropriate.

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#### Links

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<b>Coalition pledges</b>	P1: Increase support for vulnerable children, including help for families so that fewer go into care P8: Make sure the city's people are well-housed, including encouraging developers to build residential communities, starting with brownfield sites
<b>Council outcomes</b>	CO3: Our children and young people at risk, or with a disability, have improved life chances. CO5: Our children and young people are safe from harm or fear of harm, and do not harm others within their communities. CO6: Our children's and young people's outcomes are not undermined by poverty and inequality CO12: Edinburgh's carers are supported CO13: People are supported to live at home
<b>Single Outcome Agreement</b>	SO3: Edinburgh's children and young people enjoy their childhood and fulfil their potential
<b>Appendices</b>	None