

# Education, Children and Families Committee

10am, Tuesday 24 May 2016

## Children and Families Response to Complaints Review Committee Outcome

<b>Item number</b>	8.9.2
<b>Report number</b>	
<b>Wards</b>	All

### Executive Summary

---

This report outlines the actions taken by Children and Families following the recommendations of a Complaints Review Committee held on 21 April 2016.

### Links

---

<b>Coalition pledges</b>	<a href="#">P1</a>
<b>Council outcomes</b>	<a href="#">CO3</a>
<b>Single Outcome Agreement</b>	<a href="#">SO2</a>

## 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 21 April 2016. The decisions are set out below. Section 2 informs members of the improvement action taken by the Council following the Complaints Review Committee findings.

#### 1) Date changes to contact sessions December 2016:

The Committee noted that the Council recognised that an apology should have been made for the lack of consultation on the change of date.

#### 2) Lack of sufficient time allowed to confirm availability for the Looked After and Accommodated Review Meeting

The Committee noted that the Council had apologised for the changes of dates for the LAAC meeting. The Committee was of the view that the Council should also apologise for not allowing the complainant adequate time to respond to a new date.

The Committee recommended that the Council ensure that meetings were arranged in consultation with clients.

### 2. Improvement Actions Taken

---

- 2.1 Advice and Complaints Officers have been asked to ensure that apologies are offered in responses where a change to the service has caused disruption, i.e. where a date change has caused disruption to family members, regardless of the reason.
- 2.2 Practice team staff have been reminded that where meetings need to be rearranged, this should be done in consultation with clients, and adequate time must be given to clients to confirm the date.

### 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 21 April 2016.

#### Michelle Miller

Chief Social Work Officer

Contact: Eleanor Lindsay, Advice and Complaints Officer – 0131 553 8395

E-mail: [eleanor.lindsay@edinburgh.gov.uk](mailto:eleanor.lindsay@edinburgh.gov.uk)

### Links

---

<b>Coalition pledges</b>	P1: Ensuring every child has the best start in life.
<b>Council outcomes</b>	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.
<b>Single Outcome Agreement</b>	SO2: Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health.
<b>Appendices</b>	None