



Welcome to Slough Children First

Happy, Safe & Loved, Thriving



Complaint

Young Person



Young Persons Complaint

In February 2024 a young person complained via their advocate. It was accepted as a Statutory Stage 1 complaint. The investigation officer spoke with the social worker and consulted the case notes in their investigation as the complaints were presented as quite detailed through the advocate.

- Young person wished to raise a complaint through their advocate regarding the length of process and lack of response to questions:-
- Wanted to know where his savings were and can he have access to them – partially upheld
- Wanted an Autism Spectrum Disorder assessment – referral and support provided
- Wanted to know whether he would be staying in current placement – Partially upheld
- Was still unclear about the effects made to find my birth mother – Information provided



Learning From Complaint

- We will reinforce the importance of better communication with the young people regarding their pathway plans.
- Children's money is held in a Trust Fund account in the Childs' name, the account is maintained by 'savings team' in Finance SCF. Social workers were reminded that they
 - i) need to inform young people of where and how their money is kept for them and they can only access the money once they turn 18yrs of age
 - ii) there is an expectation that every time a child moves placement, their savings need to be obtained and placed in the allocated child trust fund, this needs to be monitored by the social worker.
- Our Finance team is also working on a system that will make this process easy and transparent.
- Importance of sharing information with young people regarding their family situation no matter how sensitive it is.



Thank you for listening

Ragena Khan – Complaints Manager