



Durham County Council

Children and Young People's Services

Supporting Document to Annual Representations Report

Examples of Complaints and Compliments received in CYPS 2009/10



**Supporting Document to CYPS
Annual Representations Report 2009/10**

Contents

	Page(s)
Examples of statutory complaints 2009/10	2 – 4
Examples of corporate complaints 2009/10	5 - 8
Examples of comments received	9
Examples of compliments received	10 - 15
Appendix A – Glossary of terms and abbreviations	16

Examples of statutory complaints 2009/10

The following examples aim to give a flavour of the diverse range of formal statutory complaints that were received in the reporting year. Historically, Standards Committee expressed a particular interest in being informed about the numbers and details of complaints regarding poor service and staff conduct, so most are examples of these types of complaint. Only very brief details are given in an effort to maintain confidentiality. The examples provided illustrate a snapshot of the diversity of issues complained about.

- The mother of two Looked After children complained about the number of Social Workers her children had been allocated, and the number of appointments made late and/or cancelled.

A meeting was arranged with the complainant and an apology was given for the gaps in service delivery, which she accepted as matters had improved.

- A private foster carer complained about the lack of financial advice she had received regarding the child in her care.

The matter was resolved by the Service Manager who recorded the appropriate details on the Social Services Information Database (SSID) for future reference.

- Parents of two children who are the subjects of a Child Protection Plan complained about a lack of help, understanding and compassion.

Following a meeting with the Service Manager, the complaint was withdrawn.

- The mother of a disabled child complained about the length of time it took for a member of staff to begin to process a CRB application for the child's prospective carer.

An explanation was given which advised the complainant that the application was processed as quickly as was possible; the initial delay was because further information was required from the complainant.

- The mother of five children who are the subjects of Child Protection Plans complained that sufficient arrangements were not made for her to attend meetings about three of the children, whose father she was afraid of due to past issues.

Following discussion with the complainant, the matter was resolved so that future meetings would take place separately for the mother and the two fathers.

- A private foster carer complained about the way she had been spoken to by a Social Worker, who had visited the family home to carry out an assessment following an anonymous referral about the child in the complainants' care.

The complaint was not upheld, as there was no evidence either way, and the Social Worker's manager was of the professional opinion that the SW had carried out the assessment in an appropriate manner; however the complainant was offered an apology for the fact that the SW had failed to ascertain with the complainant that she had properly understood what was being said to her in the context of a referral assessment.

- A young person complained that, despite having asked to see her case records, they had not been shared with her.

The complaint was upheld. The records were shared with the young person and an apology given for the length of time it had taken to arrange this.

- A mother complained about the lack of consistency for her son, whom she said had three Social Workers since 2006. She also complained that one SW had made inappropriate comments about her parenting.

There had only been two SWs allocated, but also two Social Work Assistants. A meeting was held with the mother in which all her anxieties were discussed, including matters of contact with the boy's father (dealt with by the Courts). The complainant was satisfied with this response.

- A mother complained about her children's Social Worker (SW), and remained unhappy about an Emergency Protection Order (EPO) which had been issued previously.

The complaint was partially upheld. An explanation and apology were given regarding the EPO. The issues regarding the SW's 'attitude' could not be upheld due to lack of evidence.

- A lady complained that a letter had been sent to her, which was about another family. (The letter did not contain any confidential information.)

The complaint was upheld. An apology and explanation was given to the complainant and the family concerned.

- The mother of a child who had been made the subject of a Child Protection Plan complained that the Chair of the Initial Child Protection Conference (ICPC) had not acted appropriately with regard to a number of issues. The Chairs of ICPCs are Independent Review Officers (IROs) and disagreements with being placed on the Child Protection Register are actioned by the Local Safeguarding Children Board (LSCB).

The elements of this complaint were not upheld. The Chair had previously heard the mother's complaints and had endeavoured to resolve them informally through mediation. She had also sought the advice of the Data Protection Officer, and had acted appropriately throughout.

- A child complained (with the help of an Advocate) that she had been made the subject of a child protection plan, and that Social Workers (SWs) involved in the case had acted inappropriately in the way they had interacted with her and her family (she didn't like the way they spoke to her and her mother, looked round their home etc).

This complaint was partially upheld. The Social Workers' behaviour could not be proven; those concerned have now left this Authority. Some of the things the child had complained about were as a result of the SWs following necessary procedures for the assessment of a family. However it was recognised that the child's

perception of the situation was one of being frightened and confused. The child agreed to her experience being shared with Social Workers as part of their training.

- Former foster carers complained about correct procedures not having been followed during a Section 47 (child protection) investigation. The carers are no longer registered to foster children and were seeking compensation for past and future loss of earnings.

A review of the case found that the appropriate procedures had been followed correctly. The Council had advised the private fostering agency that the carers worked for to put a support person in place to work with the carers. The review concluded that the allegations made by two children, which had led to the S47 investigation, remained substantiated, therefore the decision to remove these children from the foster carers had been appropriate. The complainants were advised that the Local Authority (LA) was not in a position to offer compensation as it had been the fostering agency's decision to de-register them.

- A Looked After young person complained that she had to leave the Children's Home where she had been accommodated, on the day before her 18th birthday, and there was no current vacancy at the semi-supported lodgings which she had agreed to move to.

This complaint was not upheld. However it was agreed that the young lady could stay in the Children's Home until the day after her birthday. The reasons for the decision were numerous, but included that fact that the placement was required for another young person; and the complainant had previously rejected a number of supports offered to her, and had delayed making a decision about where she wanted to live after leaving the Home, resulting in no places being available in time.

- A mother complained about an initial assessment report written by her son's Social Worker (SW), as she felt it was biased and one-sided in favour of the child's father.

This complaint was upheld. The report was reviewed by a manager from another team and was found to contain errors; it was withdrawn from the Court arena and discussed with the SW.

It should be noted that similar complaints are sometimes received, particularly in cases where there has been an acrimonious split between parents. On a case by case basis, the decision may be taken for an independent review of the report to be carried out.

- An adult complained about difficulties in making contact with Social Care Direct (SCD) over a 3 day period.

This complaint was upheld. Explanations were provided about the temporary difficulties with delayed call pick-ups within SCD and how these issues were being addressed.

During the reporting year, SCD underwent a restructure, during which time it was being temporarily wholly managed by Children and Young People's Services, including referrals to adult's services. There was a call queuing system in place which resulted in a number of complaints (16); all except this one were resolved quickly and informally by the manager of the service.

Examples of corporate complaints 2009/10

The following examples aim to give a flavour of the diverse range of formal corporate complaints that were received in the reporting year. Historically Standards Committee has expressed a particular interest in being informed about the numbers and details of complaints regarding poor service and staff conduct, so most are examples of these types of complaint. Only very brief details are given in an effort to maintain confidentiality. The examples provided illustrate a snapshot of the issues complained about under the corporate complaints procedure.

- The parents of a visually impaired child complained about a member of staff regarding the way they were spoken to at a meeting about their child, comments made to other professionals present and inferences made regarding the child's condition.

Prior to this complaint, the family had benefited from the help and advice of the staff member for a period of 4 years. The parents were given reassurances about the continuing future work with their child, and were informed that the inappropriateness of the comments made during the meeting had been noted and would not be repeated. The parents confirmed that they were satisfied with this response.

- A lady complained about member of staff informing her employer of safeguarding concerns that she felt related to her husband, not herself.

The complaint was not upheld. The staff member had carried out her role in accordance with the appropriate safeguarding procedures, as the complainant's work brought her into contact with children and young people.

- A mother complained about the way an application for a bus pass for her son had been handled.

The complaint was upheld. The Council's IT systems meant that an incorrect address was held for the complainant which had affected the application. In addition, staff had not returned her phone calls.

- A lady complained about building works as part of the Building Schools for the Future (BSF) programme. The situation had been ongoing between the complainant, school, DCC (BSF Director) and building contractor.

The complainant raised various issues, a number of which were the responsibility of the building contractor. However in the spirit of giving good customer service, an agreement was reached whereby the contractor would build a fence between the complainants' property and the school.

- A mother complained that her son hadn't been given a bus pass to her school of choice (a Catholic school) - she wasn't happy that she'd been asked to provide specific evidence of their faith.

The complaint was not upheld. This was dealt with as a complaint about the way the application for transport was handled; it was found that the appropriate procedures had been followed correctly.

- Citizens complained that the consultation process for the siting of the new Consett Academy had not been properly followed.

Complaint not upheld. It was found that the proper consultation process had been robustly followed.

- A father complained on behalf of his student son, regarding incorrect details held by the Student Loans Company; and when he had complained via the Helpdesk, the complaint did not appear to have been passed on.

The complainant was informed that the correct details had in fact been given to the Student Loans Company; it was not known why the Helpdesk message did not appear to have been passed on but the Student Support Team would have been happy to have spoken to the complainant directly.

- A mother complained that her son with learning disabilities had been refused transport to school; and that she'd been advised to 'contact Social Services' (which can have a negative connotation for service users).

Complaint not upheld. The issue regarding transport could not be actioned as a complaint; however it was found that the mother had lodged an appeal which had been successful. An apology was offered for any distress regarding the advice about social services – what was meant was the Disabled Children and Families team, and there had been no negative intention in giving this advice.

- A mother complained about a delay in referring her son for an assessment of specific learning difficulties.

This complaint was upheld. It was agreed that there had been an unacceptable delay and actions were put in place to prevent future recurrences and to ensure that reasons for any delays are communicated to families.

- The mother of a young person who was attending the Pupil Referral Unit (PRU) complained that the school had not given her son the correct exam dates, resulting in him being on holiday when there was a science exam.

Complaint not upheld. The boy had missed one exam but had still gained a GCSE grade due to the course being modular. It was found that exam dates *had* been circulated to parents; and the school did not know the boy was going to be on holiday in term time as no permission had been sought.

- A citizen complained about the unprofessional attitude and work of his friends' children's Social Worker.

The complaint was in four parts; three were not upheld and one was partially upheld. Although about social care services, this complaint was taken through the corporate procedure as it was considered to be a complaint about a staff member, and the complainant did not fulfil the criteria for making a statutory complaint.

- Parents complained about the decision not to provide transport to their son to their school of choice.

This couldn't be taken through a complaints process as the complaint was about the decision reached, which can be the subject of an Appeal Process but cannot be actioned as a complaint. However the complainant was given a further explanation of the reasons behind the decision.

- A student complained that he had not been advised of dates and amounts regarding his Student Loan application.

Complaint not upheld. The student had not supplied the required information so it had not been possible to provide the information; this was subsequently resolved.

- An estranged father complained that he had not been kept informed by the LA about important information regarding his son's education.

Partially upheld. Enquiries had to be made about whether it was appropriate to discuss the child with the father. After that, information was given to him, together with an apology for not previously having done so.

- A mother complained as she felt her son, who has Special Educational Needs, had not received enough support.

Complaint upheld. This was a cross-service complaint in that it also involved the child's school. Following discussion between the LA, the school SENCO and the mother, a plan of action was put in place and the delay was explained to the complainant.

- A complaint was received regarding a candidate for a job in a Children's Home having been turned down for the post because she had allegedly used a racist phrase during the interview process.

The complaint was not upheld. The phrase used was deemed not to have any racist meaning; the candidate had been turned down for other reasons, this was supported by evidence from the interview panel and explained to the complainant.

The Chair of the Interview Panel was advised of updated information from the Equality and Diversity Coordinator in respect of the use of the phrase in question. No other action was necessary as the recruitment process and documentation were found to be robust.

- A grandfather complained that his grandson had not been allocated a place at his school of choice. Although this could not be investigated as a complaint (as there is an Appeals process for this), the complainants' allegation of an original application form having been 'lost' at County Hall was investigated.

The complaint was not upheld. The application form had allegedly been sent in as part of a batch from the child's Nursery, therefore there was no proof of posting of the individual form. The child's parent had not received an acknowledgement of receipt. The procedure for the sending in and acknowledgement of applications is clearly stated in a brochure which had been sent to the family.

The grandfather was re-informed of the family's right to appeal against the decision. The Nursery involved was subsequently reminded that it is parents' responsibility to

submit school choice forms to the LA; only the LA has a legal right to the information included on these forms; schools and nurseries should not be operating a practice of sending in forms on behalf of parents – this practice can result in not being able to provide proof of posting of individual forms, as in this case.

- A gentleman (calculated to be around 49 years old) complained that his school and Education Psychology records (dating from 1966-1977) had not been retained by the LA.

The complaint was not upheld. The complainant was informed that, in accordance with the 1980 Limitation Act, education records can be destroyed when a young person reaches 21 years of age.

(A project was recently completed in CYPS to ensure that the information pertaining to the length of time children and young people's records should be retained is correct in accordance with latest legislation. This information is being communicated across the service so that any 'out of date' records can be destroyed as appropriate.)

Examples of comments received 2009/10

CYPS actively seeks the comments of its service users, in order to inform service improvements and developments. The Planning, Quality and Research team send out a number of surveys to children, young people and their carers in relation to services provided by SaSS, to ask for their comments about their contact experience with staff from that service area.

Since the latter part of 2009, these comments been captured and fed into the representations procedure. Positive comments are recorded as compliments and negative ones are recorded as comments. An analysis of themes from both types of feedback is made. Any comments that can be actioned as complaints are actioned accordingly under the appropriate complaints procedure, following contact with the person who completed the survey. A few examples of comments received during 2009/10 are given below:

- Childs/family's needs not accurately assessed as they kept saying my son needed to attend anger management when he had stated that he did not want it. Plans were not useful as it gave little information of help required. They need to listen to what was said and act in a manner that they said they would.
- Our views were listened to and respected. However I have found no help really as my child was unwilling to engage. The plan was quite useful and it just means I've got written details to relate back to. I wish CYPS had the authority to do more. They can't really do anything. They are available for advice and to listen, but in my case [couldn't do anything more] because my child would not voluntarily engage.
- Only found it difficult to contact Social Worker on a few occasions and got her answer machine. During a difficult meeting I was spoken to in such a way by our Social Worker that my heavily pregnant girlfriend was reduced to tears and had to leave the room. But apologies have been made and we now have a good relationship with our Social Worker. Regarding change - more funding for family based activities.
- I believe counselling should be more available in the "early days" following the incident. However I do understand there is a "waiting list"! I feel counselling should be available as soon as the incident happens.. Possibly 7 days after, following the child protection procedures. (Which were handled excellently) [named Police Constable and Social Work Team Manager] were very helpful and professional in dealing with such a personal/painful incident. High Praises. More help [should be] available on a weekend, a "contact number" following the initial problems.
- I have been getting a little help, but feel I could have been given more.
- I was given a service; I didn't think it was necessary to have my children placed in Foster Care. I didn't need a copy of any plans as I was present at most meetings so didn't find it useful. I would like that when you told CYPS to go away, they would!

This latter comment summarises the nature of much of the negative feedback received about social care services; the parent/carer does not request or want the service given to the child as it can be felt to be intrusive and unnecessary, but the Local Authority must nonetheless carry out its duty to safeguard children and young people.

Examples of compliments received 2009/10

Copies of compliments received can be viewed on request, for up to one year after the reporting quarter. Many compliments highlight the professionalism of staff and their willingness to go 'the extra mile'.

A few examples of the many compliments received about Safeguarding and Specialist Services (whom service users continue to refer to as 'social services') are given below:

-[Social Worker] has helped us and advised us through this difficult time and is always happy to answer any questions. Thank you...
-I would like to place on record my extreme gratitude to [Social Worker] for her selflessness in sacrificing her time on Sunday and transporting me to and from a meeting with my grandson and his adoptive parents....a time I will remember forever and I believe it was all made possible by your team member....
-I was extremely impressed at how [Social Worker] dealt with these calmly, firmly and assertively and demonstrated clear thinking and a professional attitude.
- ... I would like to say how very grateful I am to [two Social Workers] for everything they did. Directly because of their professionalism and care my grandchildren can now look forward to a happy and stable future.
- ...It is very reassuring that in a time when growing up is difficult at the best of times, that such bodies exist for families who are experiencing difficulties. I would like to thank each and every one [of the aforementioned] for their professionalism and kind and caring attitude to our problems.
- You have done so much for me and my family in such a short time!! Many, Many Thanks!
- ...Once again the children of your area are so lucky to have such a great team looking after them, we have been very fortunate that Durham social services became involved...we as a family end the year happier than when it started...
- In my experience of my son being at [children's home] I have been very happy with the support the staff have given my son and myself. Whenever there have been issues (and there have been plenty) the staff have informed me and supported me over these times. I fully compliment all the staff...and feel very happy at the support and knowing I can contact them at any time.
- Thank you for your kind support mixed with a great deal of knowledge. You have been my lifeline with the dealings with my daughter and grandson.
- Thanks very much for all your hard work.....we are now officially the happiest family in the world
- Thank you for taking care of our special little girl. We will miss seeing you but are glad to have her home. We will make sure she keeps in touch, as you have all

made a mark in her life and helped to make her a better person. Thank you so much.

- Thank you very much with all your help in arranging our visits with [young person]. It is really great to have someone nice and helpful on the other end of the phone, especially in the early days when it was extremely hard for us.
- I was originally reluctant to let Pathfinders come into my home and was at a point where I couldn't cope with any criticism. But Pathfinders find your best points and work on those and that's made it easier and also given me the confidence to work on my own problems.
- (from Foster Carers)...We want to thank [Team Manager]...for being sensitive in the way she has had to make decisions concerning ourselves which she didn't have to...We also want to thank [Social Worker], she is the most loving caring Social Worker we have had the pleasure to know. We very much look forward to working with her again...She has put herself out, when she could have just taken the phone off the hook and closed the door, [child] will never be able to appreciate what this lady has done for him...
- I just wanted to express my gratitude to you and your team for the hard work and commitment shown to [young person] while at [children's home]. Thank you and congratulations on the excellent care you have provided.
- Compliments received from a school to a children's home, regarding the positive behaviour of the young people since being at the home, and the excellent communication between the home and the school.
- (from a young person) Thank you for making my wishes come true in a short time.
- Thank you so much for the info re the residential. [Child] went last week and loved it so much he has gone again today!! His grandmother has really benefited from the break...
- (from a Councillor to a children's home) I just want to say a big thanks for making me feel so welcome when I visited. I was really impressed with the attitude of staff and young people. Please pass on my gratitude to [two young people] who gave me a tour and [the young person] who kindly took the time to give me more information – it was very helpful! I look forward to my next visit.
- This is to say thank you so much more than words can say, because you were all so thoughtful kind and caring in such a lovely way. To all the staff, with lots of love and grateful thanks for everything you have done for [young person] over the years, we will really miss you all.
- Compliments from Police Chief Inspector, on the way staff at a children's home were working with and sharing information with the Police to safeguard young people.
- Words can't even begin to express our thanks for what you have done for us all over the past few years.

- (from a respite carer) I have just returned from an activity break ... [for disabled children]. The break was very well organised and I would like to make a point of remarking on the excellent staff that you have working for you...The range of needs that are covered by the different personalities varies greatly, but your staff catered for all approaches and handled their needs with dignity and care...
- (from a foster carer) [Social Worker] in my humble opinion is a true and honest breath of fresh air to the social work system and whilst always maintaining her professionalism, she deals with situations in a pleasant, non judgemental way. She comes across as a most caring, dedicated to duty and committed individual who has always kept me up to date with relevant issues regarding [young person]....She always made herself contactable...she can freely admit and discuss all the complex emotional issues that this young person has...She continues to be a pure pleasure to work with and I can only add that she is in our opinion a true asset and a much valued resource to Durham County Council.
- All the way through you have been brilliantly supportive and if there have been things we don't understand, you have explained them, if you didn't know the answer you were not afraid to say so but went and found out for us. If we had a negative idea you talked it through and left us to think and reflect. It truly is a special job that you do because you play such a big role in someone's life and in our life. We are so glad that we had you and that you are such a special, kind and understanding person...I must say that everyone in your department has been extremely professional and efficient....thank you.
- (to the staff of a children's home) I would like to say thank you for all your support while I've been at [home] for the past 1 ½ years. I am really sorry for my terrible behaviour I have done. I'm also sorry for keeping staff up at a certain time...I'll always visit you's there when I get a chance and that's a promise...
- (from adoptive parents) I would like to highlight the excellent support provided by [Social Worker] during our adoption process. She has valued our family and treat us with respect throughout adoption proceedings. This has been continually demonstrated by her willingness to listen to our concerns, keeping us informed, explaining decisions and checking that our needs have been met...I can confirm that her interventions have reduced the many pressures and anxieties associated with our adoption and her sensitive management of the issues and factors involved has made progression much more beneficial for our family as a whole. I and my wife would like to thank her for everything that she has done to help us fulfil our dream of becoming parents and Durham social services department for providing us with this opportunity.

A number of compliments were received via questionnaires about the Community Support service and the Easington Family Pathfinder service. These included:

- I can talk to my mam and dad and explain what is happening in our relationship
- Me and my mam are getting on better. I know that there are consequences to my actions now.
- My family is stronger. We can talk more openly now.

- Communication with [child's Social Worker] is very good always available and ready to help at a moments notice.
- Communication with social worker very good, keeps everyone informed of any relevant information and any changes to plans or contact.
- Social worker great - always easy to contact and talk to.
- Social worker is good - always gets back to me when I ask and very approachable.
- CYPS were excellent and I thank everyone for the support I needed and that me and my partner and three beautiful children are doing very well indeed - thanks.
- Can't think of anything to change, Visits were always made to accommodate my work and nothing was a problem to them.

Compliments received about other service areas of CYPS include:

- I am writing personally to thank you for your help in bringing young people to the children's rights consultation event at centre for life.....The consultation was a great success, with superb input to the young people, and your support meant that they were able to contribute to an important report for all in care, which will be going to future Ministers as well as all councils.
- Someone from Durham gave an excellent presentation to the NW Parenting Commissioners group recently.
- I would just like to drop you a line regarding the club ran by two members of your team. I believe [names] to be two very well organised and effective leaders. The variety of activities they have organised for our young people are versatile and beneficial to their growth and learningIt is noticeable how much this group of young people continuously grow in confidence. This is largely due to the commitment and hard work of your team. With thanks.
- Great to do something 'different' – will enjoy watching our bug house all year round. Outdoor messy play (painting in snow) great too! THANK YOU!
- My son really enjoyed the Zoolab, held every animal. A good excellent day.
- Great Day. Kids loved all the activities and it's good to mix with other parents. Good for grown ups and little ones.
- I am writing on behalf of the school to thank the Local Authority, for all their efforts over recent months in supporting us with our continuing school development. The commitment and dedication of various LA representatives to helping improve outcomes for the children of [school] has been greatly appreciated by children, staff, parents and Governors and I wish to take this opportunity to acknowledge the positive impact that this has had.
- Just wanted to e-mail you to express my thanks for the help and support provided by the staffing team.....They always respond promptly to e-mails and telephone enquiries and are always approachable and helpful...

-very thought provoking course so had lots to think about! I really enjoyed it, and I think part of the reason for this is the great facilitation – good role models! Thank You!
- I have always found the staff at the centre incredibly helpful, friendly and efficient. They are a credit to the 'Sure Start' name.
- We have found since we have attended Sure Start my children have found confidence and friends.
- Magistrates congratulated [member of staff] for being so proactive in the youth court. His preparation and oral reports saved loads of time.
- Thank you for your contribution to the recent Youth Taskforce Roadshows. Without people like you giving their time to share experiences, thoughts and top tips, we would not be able to provide delegates with the practical information and knowledge that they want and need.
- It is wonderful that this support is available and we are very grateful that Durham County Council provides this important service.
- ...The feedback from workshop attendees shows that your input was valued highly – it really helped people focus their thoughts, and they welcomed the chance to hear how you had considered and addressed the issues they are facing themselves. You were also good enough to share your areas of difficulty too, and this was appreciated....
- Just to say thank you for such a well-organised and productive meeting this morning. It was very informative and I'm pleased to part of the group.
- We would like to pass on our thanks to you, and all the people who organized such a marvellous event yesterday. We had a super time and were delighted that our school was fortunate enough to have taken part.
- The centre is clean, light and child friendly. The staff are approachable and pleasant, all are attentive toward the children. Our first visit today, will certainly come back again.
- The session was held in my community and gave me and my son a chance to meet new people and let him have fun.
- A massive 'thank you' to all of you who have given your help and support to enable [child] to achieve what he has....Special thanks to [members of staff]. I'm sure [child] felt like he was a part of one big happy family up in SEN and came to see you as friends and confidants as well as your professional roles. I know that the safe, friendly, caring and supportive environment you provided for him really did mean the difference between success and failure.
- We've just had a visit by [member of ITSS team] to deal with a Smartboard problem and I felt I had to contact you to say what an excellent job he has done – he has just 'gone the extra mile'.

- Let me say huge thanks for LA support of £22,500 to fund half of kitchen refurbishment. The kitchen looks great and has helped the cook deliver meals to 87 of our 90 pupils as well as some nursery lunches – a huge increase.
- I am writing to thank you for really amazing school dinners. They are the only thing that will recharge my batteries so I'm not tired or hungry in the afternoons. When there are no school dinners I don't do as well in work after lunch. I definitely think the lunches are improving and I know that more people are having school lunch.
- Thank you for facilitating a workshop ...excellent. Interactive and thought provoking and hearing the 'voice' first hand of the young people. Thanks.
- May I take this opportunity to thank you and the young people for their time? There is no doubt that all the managers found the meeting externally valuable....We need to keep the momentum going...Once again, please pass on my thanks to the young people.
- I feel that our group in particular have benefited immensely from our partnership with Investing in Children...We will never forget the values that you have shared with us...
- Thanks for all your help, support and patience getting me through this course – couldn't have done it without you.
- I want to say many thanks to you and your 'team' for the help given with our search for the laptops and wireless connection. It is an exciting move forward for the school to be developing our capacity and I needed to know we were spending and equipping properly.
- I just wanted to say a big 'Thank You' to everyone involved in the Primary Maths Quest that our school attended yesterday. The children (and staff) had a fabulous time and gained a lot from the experience.
- From the moment that I took the letter to County Hall all aspects of the case were handled with great professionalism. The support I received from [member of staff] could not be faulted and the guidance he gave me throughout the process could not have been better.
- I had the privilege of visiting the PRU today as part of our CPD Programme. The Headteacher and her staff, students and parents gave us an outstanding insight into the work of the PRU. It clearly is an outstanding provision that teachers in mainstream school should visit.
- Thank You for all your advice, understanding and kindness over the last 7 years. You helped us to gain knowledge and communicate with [SEN child] which we will be eternally grateful for.
- ...[2 members of staff] spoke about the experience of the Durham Model which in itself was very well received, with more questions from the floor than any other speech (except to Mr [Ed] Balls!)...this is good news for everyone involved in Aiming High in County Durham.

Appendix A - Glossary of terms and abbreviations and terms used

BSF	Building Schools for the Future
CYPS	Children and Young People's Services
DCC	Durham County Council
EPO	Emergency Protection Order
ICPC	Initial Child Protection Conference
liC	Investing in Children
IRO	Independent Reviewing Officer
LA	Local Authority
LSCB	Local Safeguarding Children Board
PRU	Pupil Referral Unit
SaSS	Safeguarding and Specialist Services
SCD	Social Care Direct
Section 47	A section 47 enquiry means that children's social care services must carry out an investigation when they have reasonable cause to believe that a child living in their area has suffered or is likely to suffer significant harm. The enquiry will involve an assessment of the child's needs and the ability of those caring for the child to meet his or her needs. The purpose of this investigation is to decide whether children's services should take any action to safeguard or promote the child's welfare. The child's parents will be interviewed, as well as the child (except if the child is too young). Information from the child's school, youth worker or doctor may also be looked at.
SEN(CO)	Special Educational Needs (Coordinator)
SSID	Social Services Information Database (management information system)
SW	Social Worker
upheld	Where a complaint is 'upheld', this means that, following investigation, CYPS agrees with the complainant's accusation

If you need this information summarised in another language or format such as Braille, large print, CD or talking tape, please call the number below.

إذا اردت معرفت ملخص هذه المعلومات باللغة العربية اتصل علي الرقم التالي
Arabic

আকারে এই তথ্যটি পেতে নিচের নম্বরে ফোন করুন:
Bengali

假如您需要這份資料的中文摘要，請致電下面的號碼。
Chinese

यदि आप यह जानकारी का संक्षेप हिन्दी में चाहते हैं, तो कृपया निचे दिए हुए नम्बर में सम्पर्क करें।
Hindi

Jezeli potrzebujesz streszczenia tych informacji w jezyku polskim zadzwon prosze na ponizszy numer
Polish

ਜਾਂ ਤੁਸੀਂ ਇਹ ਖ਼ਬਰ ਦਾ ਨਿਚੋੜ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਥੱਲੇ ਦਿੱਤੇ ਹੋਏ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।
Punjabi

اگر آپ کو یہ معلومات اردو میں درکار ہیں تو اس نمبر پر کال کیجیے۔
Urdu



(0191) 383 XXXX

Any comments or queries about this document can be made to:-

Gill Ward
Representations and Quality Officer
Planning and Performance Team
Strategic Commissioning
County Hall
Durham
DH1 5UJ
Telephone: (0191) 383 3981
E-mail: cypscomplaints@durham.gov.uk