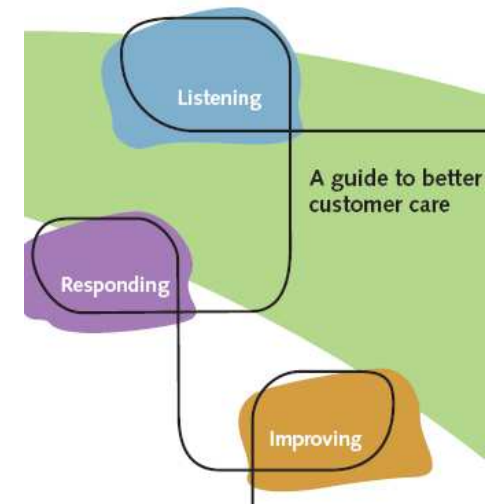


# Listening, Responding and Improving



## Children's Social Care - Feedback Service

# Children's Social Care Feedback Service -

## What is Feedback

- **Complaints**
- **Compliments**
- **Comments**
- **Local Government Ombudsman enquiries**

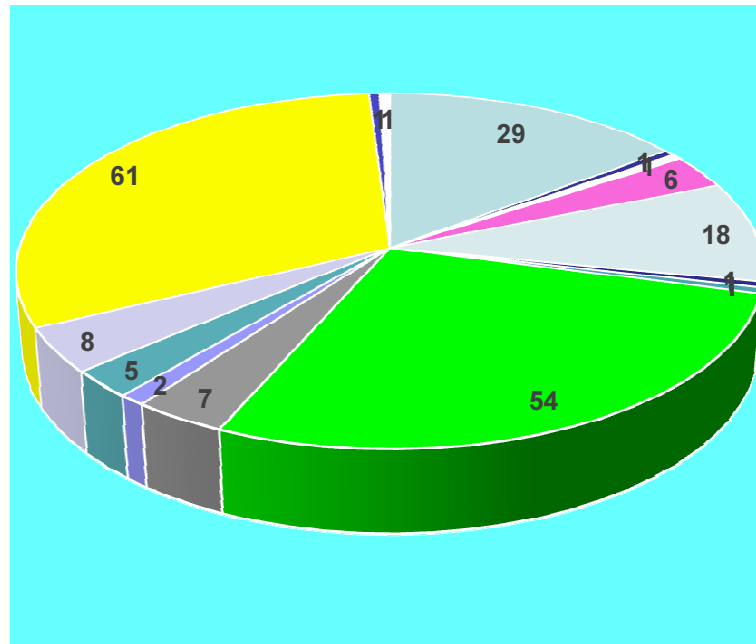
# What do we do with feedback?

We:

- Record and count all feedback so we know how many Compliments, Complaints and Comments people send us!
- When someone wants to complain make sure the manager responsible answers the complaint
- When Children Looked After complain we talk to their advocate and
- Ask for someone to visit them with their advocate and listen to the Young person and
- Ask the Young Person what we can do to put things right and
- Explain when we can't change anything and why!

# What do people complain about?

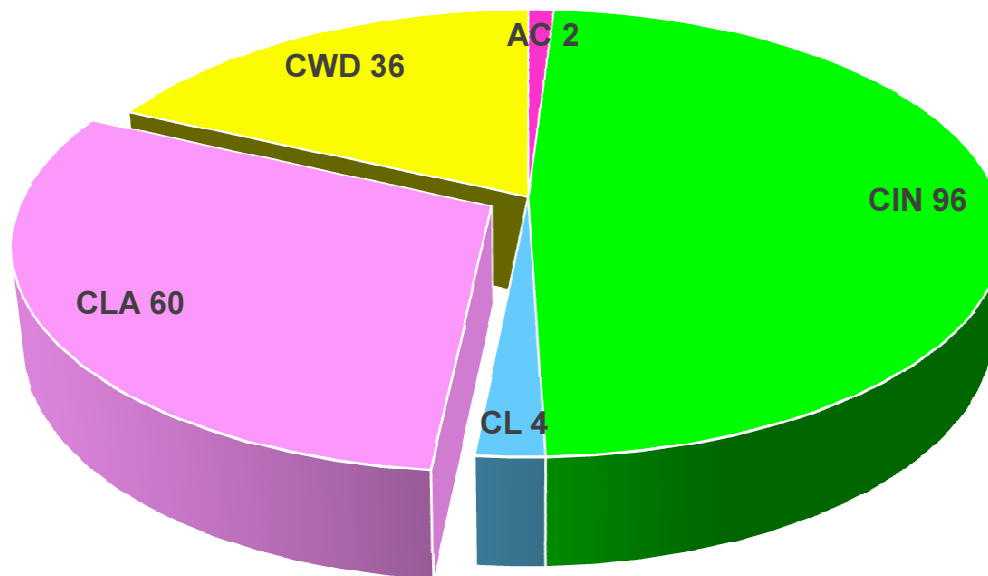
## All Children's Social Care Feedback



- Assessment/Care Planning/Review
- CAPSS
- Day Care Provision
- Family Support Resource Service
- Financial
- Fostering/Adoption Services
- Leaving Care Service
- Other
- Residential Provision
- Respite Care
- Safeguarding Process
- Services For Children With Disabilities
- Social Work Practice
- Transition Process
- Transport

# How many compliments do Children Looked After send to us?

Compliments Received under the  
Children's Social Care Procedures 1  
April 2013 - 31 March 2014

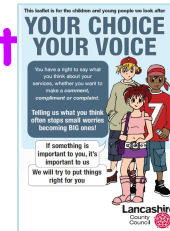


AC – Adopted Child  
CIN – Children in Need  
CL – Child Leaving Care  
CLA – Children Looked After  
CWD – Children With Disabilities

# How do people give us Feedback!

- E-form email (internet)
- Telephone
- Your Choice Your Voice Leaflet - Contact (for Looked After Children only)
- Other Leaflets - for everyone else
- Social worker
- Independent reviewing officer
- Case worker
- log book in Residential Children Homes
- foster carer,
- "The Line"

(Available 365 day free 0800 - 511 111 txt 0778 - 6511 111, Children's Rights Service of Lancashire)



# What we do when we receive a complaint?

## What we can do to put things right:

- Explain what we have done and why we have done it
- Say we are sorry
- Look at how we can do things better in the future
- Look at how we can change things, sometimes we can't change anything
- Ask you how we can put things right

## Things we do to improve our service

- Review our leaflets and information to make it easier to understand
- Making sure that we keep young people informed about their complaint to avoid unnecessary delays
- Introducing new ways of working with young people to help develop our service
- We will be asking young people who have made a complaint what their experience was
- Using the learning from young people and families to improve services



## Any Questions?

Contact us:

Customer Feedback Service  
01772 - 530671

Email: [cyp.telluswhatuthink@lancashire.gov.uk](mailto:cyp.telluswhatuthink@lancashire.gov.uk)

Website:

[www.lancashire.gov.uk/childrensservices/telluswhatuthink](http://www.lancashire.gov.uk/childrensservices/telluswhatuthink)