

Complaints:



Quick guide to our complaints procedure

Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing. We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage One—Frontline resolution.

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask to consider your complaint at Stage Two.



Stage Two—Investigation.

We will look at your complaint at this stage if you are dissatisfied with our response at Stage One. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman.

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

The Data Protection Act 1998 obliges Children's Services to make information accessible to the subject of the information unless there are good reasons for withholding it. In receiving information, it will be assumed that it can be disclosed without further reference to source, unless the information contains a clear indication to the contrary.



Outcome Measures

Measuring Progress for Children & Young People

We all want what's best for your family.

This leaflet explains how we measure progress for children and young people. Your Social Worker will also be able to answer any questions that you have.

A plan is developed when a child or young person is "Looked After" or their name is placed on Falkirk Council's "Child Protection Register". This Plan will help everyone to agree what needs to change to make things better for the child. In Falkirk we have a way to help all of us, parents/carers, children and the people working with them to team up to improve the child's situation

This leaflet shows the tool we will use together to measure where your child's situation is getting better, and the areas which still need to change if things are to improve. We need you (and your child if they are old enough) to help us with this when you attend meetings.

We want everyone to talk about the right areas to work on. We call these areas "outcomes" for children and young people. Together we choose the outcomes which will make the biggest difference, and using a scale we can agree a plan which will make a difference.

Useful contacts:

Social Work: Children & Families Service

Please contact your local Social Work office if you need advice or assistance. The offices are open **Monday to Friday 9am—5pm.**



Bo'ness Office: Children & Families

Kinglass Centre
Gauze Road
Bo'ness EH51 9UE
T: 01324 506400

Denny Office: Children & Families

Carronbank House
Carronbank Crescent
Denny FK6 6GA
T: 01324 506400

Brockville Office: Children & Families

Hope Street
Falkirk FK1 5RW
T: 01324 506400

Grangemouth Office: Children & Families

Oxgang Road
Grangemouth FK3 9EF
T: 01324 506400

Camelon Office: Children & Families

108b Glasgow Road
Camelon FK1 4HS
T: 01324 506400

Children With Disabilities Team

Camelon Social Work Office
108b Glasgow Road
Camelon FK1 4HS
T: 01324 506400






Larbert Office: Children & Families

130 King Street
Stenhousemuir FK5 4HS
T: 01324 506400

8. INCLUDED Outcome

- a) Accepted and valued by parents/carers/peers/school/community
- b) Enjoyed good social networks.
- c) Living safely within the community.
- d) Helped to overcome barriers.

OUTCOME MEASURES 5 POINT SCALE

Levels			Consider ...
	5	Very good strengths. Acceptable levels of needs, concerns or risks.	Family, informal support network and universal services are able to meet the needs of the child
	4	Good strengths. Low needs, concerns or risks.	Named Person (Health or Education) working in partnership with family and other services to develop a Child's Plan to address additional needs.
	3	Some strengths. Moderate needs, concerns or risks.	Lead Professional identified and developing and co-ordinating the Child's Plan to manage and address the risks, needs and concerns. Consider Statutory Measures
	2	Few strengths. Significant needs, concerns or risks.	Child may need to be accommodated away from home and/or their name placed on the Child Protection Register
	1	Unacceptable and critical needs, concerns or risks.	Child may need to be removed to a Place of Safety.

Measuring Progress for Children & Young People:

Outcome Measures

1. SAFE Outcome

- a) Safe from immediate harm, abuse or neglect.
- b) Living in a safe and secure place.
- c) Protected from domestic abuse.
- d) Protected from the risk of exploitation by others.
- e) Protected from anti-social/criminal activity.
- f) Protected from misuse of alcohol/drugs.
- g) Safe from bullying and violence at home/at school/in the community.

2. HEALTHY Outcome

- a) Health and development needs are identified and met.
- b) A reduction in risks (health behaviours).
- c) Improved mental health and wellbeing.
- d) An ability to express feelings appropriately.
- e) Increased exercise/physical activity, access to a well balanced, nutritious diet.
- f) Improved self-esteem, resilience, physical health.

3. ACHIEVING Outcome

- a) In an appropriate educational placement/accessing high quality child care.
- b) Successful in learning and achieving developmental goals.
- c) Making a successful transition between nursery/primary/secondary/training/employment.
- d) Developing skills for learning/life/work.

4. NURTURED Outcome

- a) Experiencing love and emotional warmth from parents/carers.
- b) Positive parenting approaches to develop daily routines around eating, sleeping and personal care.
- c) Gaining well developed sense of identity and belonging.
- d) In stable and secure accommodation.
- e) Able to develop healthy, trusting relationships.
- f) Experience reduction in family conflict.
- g) Helped to remain in contact with significant people in their lives.

5. ACTIVE Outcome

- a) Developing interests and talents through opportunities and encouragement.

6. RESPECTED Outcome

- a) Helped as parents/carers willing to work honestly and positively with services.
- b) Listened to and views taken seriously and treated with dignity and respect.
- c) Able to understand and accept the consequences of their choices and actions.
- d) Involved in the planning, decision making process.

7. RESPONSIBLE Outcome

- a) Behaving responsibly at home/school/community
- b) Gaining life and social skills.
- c) Respectful and caring about others.