

Case 5 - SPSO 201811019 - Public Report Recommendations

1. Issue an apology for: Not commencing transition planning earlier; failing to carry out a pathway assessment before making decisions on continuing care; failing to communicate reasonably with the complainant about her child's care and support; failing to reasonably handle the complaint.
2. Consider funding the placement and engage with the complainant providing reasons for the decision made.
3. Feedback the SPSO findings to staff involved and consider training to address identified failings.
4. Review the Continuing Care Procedure including when pathway assessments should be carried out.
5. Timeously secure Looked after Children (LAC) independent advocacy when this has been recommended.
6. Meaningfully engage with parents/guardians out with a LAC Review in the planning of future care.
7. Timeously issue minutes of LAC Review meetings.
8. Handle complaints in line with the complaint handling procedure.