

Examples of independent investigations and their outcomes at Stage 2

Across Social Services

X complained about a range of issues with regard to: our involvement and not making reasonable adjustments, not providing advocacy support, our incorrect diagnosis of X which we had shared with other agencies, not following Autism Code of Practice, our recording and lack of support to meet family' needs.

The complaint was not upheld but there was a recommendation made in relation to our recording (see 1.33 in main report).

Adult Social Care

X complained we had given her incorrect advice about her living with her father and caring for him as he would be in breach of his tenancy agreement. X's father was subsequently placed in a care home against her own wishes.

The complaint was not upheld. We checked and could find no record of such a conversation taking place. We advised X was putting her father's tenancy at risk by her moving in with him. There was also an escalation of risks with the care X provided. A Best Interest meeting was held which X attended and all present were in agreement that Y's needs would be best met in a residential setting.

Children's Social Services

X complained about a range of issues about our case management of Y including: his concerns and other allegations not being dealt with appropriately, safeguarding procedures not being followed, X not being kept informed or being involved in decision making about Y, not being supported in his relationship with Y, and Y's health and educational needs not being addressed.

The complaint was not upheld. We recognised this was a challenging time for X and Y and we will be looking to rebuild their relationship over the next few months.