

Summary of independent investigations and their outcomes at Stage 2

Social Services for Adults

X complained it had taken 18 months for a bath to be installed in their son's home. The complaint was upheld, an apology was made and there were a number of recommendations we agreed to take forward.

X complained we weren't taking the safeguarding concerns she had about their mother seriously enough. None of the 9 elements to the complaint she made were upheld. There was no evidence to substantiate any of the allegations made and the independent view of the adult children's behaviour in the family was not conducive to their mother's continued improvement or her health and wellbeing.

X complained about the management of their child's case that X believed almost cost their child a place at the residential school of choice. The complaint was not upheld but the investigation made some recommendations that could improve communication between service users and professionals in the future.

X complained of the lack of sufficient hours allocated to meet his wife's needs and that 10 hours in respite had in fact been deducted from her pack of care. This Stage 2 complaint was made late into the period and remains ongoing at the time of writing this report.

Children's Social Services

X complained about our communication with them, X being asked to accept and sign an agreement without fully understanding what was expected, and X not being kept fully involved or formally advised of the closure of the case, and the reasons why. The complaint was upheld overall. We apologised that our communication and responses have not always been sufficient, and not being fully informed of our progress. With new evidence presented during the course of the complaint investigation, an independent Social Worker reviewed the case but found the child concerned was not at risk of significant harm and the claims made by X could not be substantiated.

X complained about the management of their child's case. The parts of the complaint upheld included our failure to follow process, failing to handle situations appropriately and our poor communication with them. We apologised for our shortcomings and there were lessons learned that have been taken forward.

X complained about the overall management of their children's case. However, the Independent Investigator commissioned to review the complaint concluded the issues raised could impact on forthcoming legal proceedings and the matters raised should be addressed at the Final Hearing.

X complained about the work around contact with their child was taking too long and the times identified didn't meet their own requirements. This Stage 2 complaint was made late into the period and remains ongoing at the time of writing this report.

X complained the Social Services involvement with them and our child protection investigation had been 'unnecessary and disproportionate'. This Stage 2 complaint was made late into the period and remains ongoing at the time of writing this report.