

Recommendations made by the SPSO

The SPSO expects organisations to learn from complaints and routinely makes recommendations about how the processes and procedures can be improved, even in cases where complaints are not upheld.

Case ref: 201805111 (2019-20)

Complaint	Decision
The council unreasonably invoiced for a larger amount for care home costs than had been previously advised	Upheld
Recommendations	Actions
The council should reconsider their decision not to reduce the care home costs in light of the failings identified in this investigation.	Balance of costs written off and apology issued.

Case ref: 201900916 (2020-21)

Complaint	Decision
The Council unreasonably failed to share information regarding the school	Upheld
Recommendations	Actions
<ol style="list-style-type: none"> 1. Apologise for unreasonably failing to appropriately share concerns they held about the school. 2. When there are concerns about an independent school that could reasonably be anticipated to impact a child's placement, then appropriate information about these concerns should be shared with relevant parties, including the child's parents. 	<ol style="list-style-type: none"> a) Apology issued b) A range of reflective discussions were undertaken to consider the issues arising from this complaint and agreement reached about standard practice to routinely share information about identified concerns and clear recording of the reasons for decisions taken not to share.

Complaint	Decision
The Council failed to investigate the complaint to a reasonable standard	Upheld
Recommendations	Actions
<ol style="list-style-type: none"> 1. Apologise for the failings that we have identified 2. Ensure staff dealing with complaints are familiar with the Council's Complaint Handling Procedure, understanding the importance of communication and the need to demonstrate thorough investigation of the points raised. 	<ol style="list-style-type: none"> a) Apology issued b) Appropriate reminder and training material circulated to all relevant staff

Case Ref: 201902140 (2020-21)

Complaint	Decision
The Council failed to provide the appropriate support regarding the adoption placement	Upheld
Recommendations	Actions
The right of the adopter to request an assessment for an adoption support plan / formal review should be recognised.	The Council introduced a formal process where the Reviewing Officer will ensure there is an up-to-date review of the child's circumstances and an update of the Child's Plan at the first coordination meeting. This will include detail about a support plan for the child and the adopter. The Perth and Kinross Fostering & Permanence Panel will also consider (and formally record) potential risks and vulnerabilities and what support will be in place for both the child and adopter/s.

Complaint	Decision
The Council failed to take appropriate cognisance of the disruption report	Upheld
Recommendations	Actions
<p>The council should ensure that:</p> <ul style="list-style-type: none"> • A child's plan (or adoption support plan) includes details of difficulties that may well emerge within the adoptive placement and strategies for the support of the child and of the adoptive parents should be built in from the outset of the new placement; and • That where possible placements are ended in a planned way unless there is significant unexpected risk to the child 	<p>Learning from this complaint was the focus of a team development day and a Fostering and Permanence Panel Development day.</p> <p>The Transition policy now contains detail regarding the preparation of and content of the Child's plan.</p> <p>Updated operational guidance on Adoption Disruption has been revised and details the process on how best to manage planned endings and adoption breakdown</p>
Complaint	Decision
The Council's handling of the complaint was unreasonable	Upheld
Recommendations	Actions
The council should ensure that complaints are dealt with promptly and staff should be familiar with how to respond to a complaint under the appropriate procedure	The Council's complaints process has been revisited and all staff reminded of their responsibilities to respond within relevant timescales.

Case ref: 201902495 (2020-21)

Complaint	Decision
The Council did not deal with the leaking pipe beside the property Appropriately	Upheld

Recommendations	Actions
<p>1. Apologise for the failings identified</p> <p>2. A clear specification of works should be provided to contractors acting on behalf of the Council and where appropriate inspections should be performed to ensure work is carried out to an appropriate standard. Any inspection should be documented.</p>	<p>a) Apology issued</p> <p>b) Relevant procedure revised and documented. Refresher sessions undertaken with Co-ordinators and Inspectors. All inspection information now appropriately recorded.</p>
Complaint	Decision
The Council did not handle the correspondence and complaints appropriately	Upheld
Recommendations	Actions
<p>1. Apologise for the failings identified</p> <p>2. Where resolution is not possible, an investigation should provide a customer with a full, objective and proportionate response that represents the Council's final position.</p>	<p>a) Apology issued</p> <p>b) Relevant officers reminded of need to record complete details of the investigation undertaking, including all related correspondence.</p>

Case ref: 201905582 (2020-21)

Complaint	Decision
The review of the care package was not conducted reasonably	Upheld
Recommendations	Actions

<ol style="list-style-type: none">1. Apologise for the failure to conduct the review of the care package reasonably2. Review whether the 2 to 1 care allowance within the current care package adequately meets his social needs. (The review should include provision for the complainant to make representations in relation to this matter.)3. Inform the complainant of the outcome of this review and provide a clear rationale for the decision.	<ol style="list-style-type: none">a) Apology issuedb) Review completed. Procedural changes implemented and training given.c) Completed
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