

**EXTRACTS FROM THE PUBLIC SERVICES OMBUDSMAN FOR WALES
CASEBOOKS PUBLISHED DURING THE 2019-2020 PERIOD RELATING TO
RHONDDA CYNON TAF CBC**

COMPLAINTS HANDLING

Early Resolution and Voluntary Settlement

**Rhondda Cynon Taf County Borough Council - Housing
Case Number: 201901678 – Report issued in July 2019**

Mr X complained that the Council failed to recognise that his neighbouring property, which has been empty for over 15 years has an overgrown garden which has damaged his property and garden. Mr X also complained that the Council failed to take any action to remedy the issue. The Ombudsman contacted the Council because he was concerned that the Council had failed to inform Mr X that his complaint email would not be treated as a formal complaint. The Council agreed to carry out the following in settlement of the complaint within 4 weeks of the Ombudsman's decision.

- a) Provide a written apology to Mr X for failing to inform him that his email was not going to be treated as a formal complaint
- b) Provide Mr X with an explanation as to why his email was not treated as a formal complaint
- c) Provide Mr X with a written explanation detailing the findings of the investigation

**Rhondda Cynon Taf County Borough Council – Roads and Transport
Case Number: 201807891 - Report issued in April 2019**

Ms X complained that the Council had failed to respond to her correspondence about a car parking Penalty Charge Notice she had received. The Council confirmed to the Ombudsman that, due to an oversight, it had failed to respond to Ms X. The Council therefore agreed to complete the following by 3 May 2019 in settlement of Ms X's complaint:

- a) Apologise to Ms X for failing to respond to her correspondence
- b) Explain why it failed to respond
- c) Provide a response to Ms X's correspondence.

**Rhondda Cynon Taf County Borough Council-Refuse collection Recycling and waste disposal
Case Number: 201905648 – Report issued in January 2020**

Ms X complained that Rhondda Cynon Taf County Borough Council ("the Council") had not responded to her complaint regarding planning permission for a recycling yard to operate near Ms X's home. The Council agreed to undertake the following in settlement of Ms X's complaint:

- a) To issue its response letter addressing Ms X's concerns by 24 January 2020.

The Ombudsman considered this to be an appropriate resolution to the complaint.

CHILDREN'S SOCIAL SERVICES **Early Resolution and Voluntary Settlement**

Rhondda Cynon Taf County Borough Council - Children in care/taken into care/'at risk' register/child abuse/custody of children
Case Number: 201807627 - Report issued in April 2019

Ms X complained that the Council failed to help her gain legal custody for her granddaughter who had been placed in her care for being neglected by the mother, Ms X's daughter. Ms X complained that the Council took no action when her daughter took back her child, after two and a half years in Ms X's care.

Since receiving the complaint, circumstances had changed and Ms X understood that the Council could take no action to help her. However, as the complaint was received by the Council in December 2018, it agreed to undertake the following actions: -

- a) Write a formal apology and explanation of the current position by 22 May 2019.
- b) Explain in writing the actions the Council would have taken to support a fresh application, had the circumstances not have changed, by 22 May 2019.
- c) Explain in writing the reasons why the Council can no longer take that action, due to the change of circumstances, by 22 May 2019.

Rhondda Cynon Taf County Borough Council - Children in care/taken into care/'at risk' register/child abuse/custody of children
Case Number: 201807835 – Report issued in June 2019

Mrs B complained about:

- a) The decisions/actions of the social services department in relation to the removal of her newborn baby.
- b) Social workers' preparation for/participation in case conferences.
- c) Lack of support/provision.

Following commencement of the Ombudsman's investigation, the Council proposed to undertake the following in settlement of the complaint:

- a) Progress Mrs B's complaint to Stage 2 of the Social Services Complaints Procedure.
- b) Hold a learning event to share learning from the case with all relevant staff within Children's Services.
- c) Provide a report on the findings with a detailed action plan for learning and improvements identified.
- d) Offer Mrs B a full and unreserved apology for any failings identified and any distress caused.
- e) Increase the offer of financial compensation for out of pocket expenses, and in acknowledgement of the time and inconvenience of Mrs B having to pursue complaint with the Ombudsman, to £1000.

The Ombudsman considered this to be a reasonable settlement and concluded the investigation on this basis.