

**SUMMARY OF REPORTS FROM PSOW WEBSITE ('OUR FINDINGS' SECTION) RELATING TO RCT CBC**

**Safeguarding : Rhondda Cynon Taf County Borough Council**

Report date

02/03/2022

Subject

Safeguarding

Outcome

Early resolution

Case ref number

202107399

Report type

Early resolution

Mr and Mrs X complained that the Council did not respond to their complaint regarding Children's Services "committing criminal offences toward them".

Whilst noting that it was not a matter for the Ombudsman to determine whether a criminal offence had been committed, the Ombudsman decided that the Council should provide Mr and Mrs X with a substantive written response to fully address their complaint. It should also provide Mr and Mrs X with an explanation for the poor communication, and a sympathetic apology for the significant delay in responding to their complaint.

The Ombudsman considered this to be an appropriate resolution to the complaint instead of conducting an investigation.

**Traffic regulation and management (speed bumps etc.) : Rhondda Cynon Taf County Borough Council**

Report date

09/08/2021

Subject

Traffic regulation and management (speed bumps etc.)

Outcome

Early resolution

Case ref number

202101811

Report type

Early resolution

Miss A complained that Rhondda Cynon Taf County Borough Council (“the Council”) had granted her a parking permit on application but had then revoked it. Her property fronted 2 roads – Y Street and Z Road. The revocation had caused her upset and distress. She wanted the permit reinstated.

In undertaking enquiries, the Council confirmed that it had issued the permit in error. Miss A’s property did not hold a registered postal address for Y Street, being the relevant road included within a Traffic Regulation Order (TRO) governing parking permits. The property’s official address was for Z Road. It had refunded Miss Y’s application fee. The Ombudsman did not investigate the complaint as he had no power to reinstate the permit as sought by Miss Y as he cannot change TROs. However, in recognition of the error in granting Miss Y the permit, so raising her expectation that she was entitled to it, the Ombudsman found maladministration. He sought the Council’s agreement to formally apologise to Miss Y for that error (within 20 working days). The complaint was settled on this basis as an alternative to an investigation.

## **Other : Rhondda Cynon Taf County Borough Council**

Report date

12/02/2022

Subject

Other

Outcome

Early resolution

Case ref number

202105766

Report type

Early resolution

Mr X complained that the Council had failed to investigate his complaints in line with the statutory Social Services Complaints Procedure. The Ombudsman found that, whilst there were elements of the complaint that had previously been properly investigated there were more recent elements which the Council had not progressed to stage 2 of the complaints process in accordance with the regulations.

The Council therefore agreed, should Mr X still wish this, to progress any outstanding complaints, which had not already been considered, to be investigated at stage 2 of the Social Services Complaints Process in line with the statutory timescales.