

Action re: Ombudsman report of 22.11.2016

The ombudsman provide a report which was published under Section 16 of the Public Services Ombudsman's (Wales Act) 2005

The table below set out the recommendations of which there were 9, along with accompanying timescales.

Recommendation	Timescale	Action taken to date	Responsible Officer	Action outstanding	Date
a) The Councils Chief Executive should apologise in writing to Mr N for the failings identified.	One month 22 nd December	Letter sent to Mr N on the 16 th of December 2016	Group Manager, Regulated Services	None	
b) The Council should make a payment to Mr N of £3,310.00	Two months 22 nd January	The Council is not in agreement to make this payment.		None	
c) The council should make a payment to Mr N of £250.00 to reflect the shortcomings in complaint handling.	Two months 22 nd January	A cheque for £250 was delivered on the 15 th December 2016.	Group Manager, Regulated Services	None	
d) The Council should review this complaint handling perspective and share with my office any lessons learnt.	One month 22 nd December	The Council has already reviewed its complaint handling procedure. This was shared with the Ombudsman's office on the 1 st September 2016 and reinforced during the meeting between ombudsman staff and Council officers on the 6 th October 2016	Children's Social Services Complaints Officer Corporate Director, Social Services and Wellbeing, Senior Lawyer and Group Manager, Regulated Services	None	

<p>e) The Council should share a copy of my report with its Corporate Parent Cabinet Committee and its office should provide my office with details of ant actions this committee intends to take as a result of this case.</p>	<p>Six months 22nd May 2017</p>	<p>A report sharing a copy of the Ombudsman's office report will be shared with Corporate Parenting committee on 18th January</p>	<p>Group Manager, Regulated Services</p>	<p>Report to be presented Minutes of the meeting to be provided by the chair to the Ombudsman's office</p>	<p>18th January 2017</p>
<p>f) The Corporate Parent Cabinet Committee should consider the arrangements it deems most appropriate in respect of long term savings for Looked after children while encouraging them to save from pocket money. In doing so, the Council should have regard to the following : its duty to act as a corporate parent to give Looked After Children the best possible start in life and other Local Authority savings schemes</p>	<p>Six months 22nd May 2017</p>	<p>The Council highlighted this as a national item for discussion through the Fostering Network at a South Wales Fostering managers meeting on the 22nd September 2016 and through the National Fostering Framework at a conference on the 4th October 2016. All Welsh Local Authorities were contacted on the 10th August for their positon on Looked After Childrens savings</p>	<p>Group Manager, Regulated Services Group Manager, Regulated Services</p>	<p>National Fostering Framework work stream 'Harmonising payments' will make national recommendations for the Committee to consider</p>	<p>May 2017</p>
<p>g) The Council should provide my office with its proposals and action plan for reviewing cases of Looked After Children, who like Mr N, may be similarly affected in this regard.</p>	<p>Six months 22nd May 2017</p>	<p>The issue of savings and Ombudsman's enquiry has been highlighted to staff. The Local Authority will process any enquiry as received in relation to young people potentially affected.</p>	<p>Group Manager, Regulated Services plus officers from Finance, Legal and Safeguarding Group Manager, Regulated Services</p>	<p>Arrangements for opening ISA accounts and any other savings accounts for looked after children to be reviewed to consider opportunities to incorporate additional monies. National Fostering</p>	<p>January 2017</p>

				<p>Framework workstream in respect of harmonising payments to be attended</p> <p>The supervision proforma mentions pocket money and the question as to whether any savings have been made will be added. The Looked After Children review document will be revised to include reference to savings.</p>	<p>TBC</p> <p>January 2017</p>
<p>h) The council should review its current arrangements/ requirements in respect of savings and expenditure and the checking retention and passing on of savings records at the end of a placement with a view to introducing clearer guidance /requirements.</p>	<p>Two months 22nd January 2017</p>	<p>An engagement event with Foster Carers in respect of savings and current approach has been arranged for January 2017.</p>	<p>Group Manager, Regulated Services, Senior Practitioner, Bridgend Foster Care and Foster Carers.</p>	<p>None</p>	
<p>i) In collaboration with the Care and Social Standards Inspectorate Wales the Council should revise its foster carer agreement to ensure that it is compliant with the requirements of Schedule 5 to the Fostering Services (Wales) Regulations 2003</p>	<p>Six months 22nd May 2017</p>	<p>We have an annual fostering inspection and every year we share with CSSIW our documentation including the agreement revised at the recommendation of the first Ombudsman's report</p>	<p>Group Manager, Regulated Services</p>	<p>Latest agreement to be shared with CSSIW. CSSIW to receive a copy of our action plan.</p>	<p>January 2017</p>