

SPSO decision report

Case: 201702040, Falkirk Council
Sector: local government
Subject: child services and family support
Decision: not upheld, no recommendations

Summary

Mr and Mrs C applied to be kinship carers for a child related to them. A kinship care assessment was produced by the social work department and it recommended that Mr and Mrs C should not be approved as kinship carers. Mr and Mrs C complained that the content of the report and the recommendation made was unreasonable. Mr and Mrs C were unhappy with the council's response and brought their complaint to us.

We took independent advice from a social worker who highlighted that the term 'person of concern' had been used to describe Mrs C within the document and that this was unreasonable. The council acknowledged this was unreasonable as it was not a term they would normally use. While there was issues with precise wording, we found that the information included in the document and the recommendation made was reasonable. Therefore, we did not uphold Mr and Mrs C's complaint.