

# STIRLING COUNCIL

**MINUTES of MEETING of the SOCIAL WORK COMPLAINTS REVIEW PANEL held in BRUCE ROOM, OLD VIEWFORTH, STIRLING on THURSDAY 13 JUNE 2013 at 10.00AM**

## **Present**

Professor Kirstein Rummery (Chair)

Councillor Graham HOUSTON

Councillor Christine SIMPSON

## **In Attendance**

Bruce Clayson, Solicitor, Governance & Resources

Michelle MacDonald, Committee Officer, Governance & Resources (Clerk)

**The Panel resolved that under Section 50A(4) of the Local Government (Scotland) Act 1973 the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973.**

## **CR8 HEARING OF COMPLAINT AGAINST SOCIAL WORK SERVICES**

Members of the Panel had before them a complaint against the Social Care Service (Social Work).

The Complainant, Mrs L, was present at the hearing and accompanied by her Solicitor Mr M and representative Mr F. Also present, representing the Authority, were John Scott, Assistant Head of Social Services, Maureen Dryden, Service Manager, Adult Assessment, Phil Cummins, Team Manager, Assessment & Care Management Services and Gavin Burt, Complaints Officer.

The Chair asked that round table introductions were made and then outlined the procedures to be followed.

Mrs L and her representatives were asked to outline her complaint to the Panel.

Panel Members and the Authority's representatives were given the opportunity to ask questions of the Complainant.

Gavin Burt presented the case for the Authority.

Panel Members, the Complainant and her representatives were given the opportunity to ask questions, following which both sides were asked to sum up their case.

The Complainant, her representatives and the Authority's representatives left the meeting at 11.50 am to allow Members of the Panel to consider the information presented. At 12.30 pm, these individuals were invited back to the meeting to be informed of the Panel's decision.

### **Decision**

The Panel agreed to uphold the complaint that the Service failed to respond adequately to concerns raised by the complainant regarding the deterioration of her son's health.

The Panel agreed to recommend to Council that:-

1. Social Services review their policy for assessment of service users in transition from children to adult services and review its policy for service users needs against current Best Practice thereafter;
2. the Council reviews how it monitors and liaises with third party providers in respect of service users placed in their care; and
3. a review be conducted on how Social Services communicates and responds to issues raised by service users and their families.

The Chair declared the Meeting closed at 12.40 pm