

STIRLING COUNCIL

MINUTES of MEETING of the SOCIAL WORK COMPLAINTS REVIEW PANEL held in the ROOM 41, OLD VIEWFORTH, STIRLING on THURSDAY 15 NOVEMBER 2012 at 10.00am

Present

Professor Kirstein Rummery (Chair)

Councillor Christine SIMPSON

Councillor Jim THOMSON

In Attendance

Peter Farquhar, Principal 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 Paragraphs 3 and 4 of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973.

CR7 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 W, was present at the hearing and accompanied by her representative Mr M. Also present, representing the Authority, were Michael Grassom, Service Manager – Social Care and Gavin Burt, Complaints Officer.

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

Mrs W and her representative 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 representative were given the opportunity to ask questions, following which both sides were asked to sum up their case.

The Complainant, her representative and the Authority's representatives left the meeting at 11.50 am to allow Members of the Panel to consider the information presented. At 12:15 pm, these individuals were invited back to the meeting to be informed of the Panel's decision.

Decision

The Panel noted the comments raised by the complainant's representative regarding the paper work, which had been issued and would pass these comments on to the relevant officers of the Council, whilst noting that the paper work did not form any part of the complaint.

The Panel noted the concerns raised by the complainant in connection with Social Workers involved in the case not having complied with the SSSC Codes of Practice, however the Panel were unable to make specific recommendations on this matter because of conflicting information.

The Panel agreed with the complainant:

1. that there had been a lack of communication with respect to the quality and timing, however it was noted that this had been conceded by the Service.
2. in that the amount of time from the referral to action was unacceptable, however it was noted that this had been conceded by the Service.
3. that there was a lack of constructive feedback received from the Service, however it was noted that this had been conceded by the Service.

The Panel therefore recommends:

1. that the complainant receive feedback from the Multi Agency Child Protection Committee on the referral that she raised and that this feedback be facilitated by the Social Services.

The Chair declared the Meeting closed at 2.20 pm