

# STIRLING COUNCIL

**MINUTES of MEETING of the SOCIAL WORK COMPLAINTS REVIEW PANEL held in the DRUMMOND ROOM, OLD VIEWFORTH, STIRLING on THURSDAY 11 JUNE 2015 at 10.00AM**

## **Present**

Helen MUNRO (Chair)

Councillor Jim THOMSON

Councillor Violet WEIR

## **In Attendance**

Peter Farquhar, Solicitor, Corporate Operations

Michelle MacDonald, Committee Officer, Corporate Operations (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.**

## **CR13 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, Mr R, was present at the hearing. Also present, representing the Authority, were Sandy Sneddon, Service Manager (Child Protection) and John O'Donnell, Social Work Complaints Officer.

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

Mr R was invited to outline his complaint to the Panel. Panel Members and the Authority's representatives were given the opportunity to ask questions of the Complainant.

The Service Manager (Child Protection) presented the case for the Authority. Panel Members and the Complainant were given the opportunity to ask questions, following which both sides were asked to sum up their case.

The Complainant and the Authority's representatives left the meeting at 11.25am to allow Members of the Panel to consider the information presented. At 11.45am, these individuals were invited back to the meeting to be informed of the Panel's decision.

### **Decision**

The Panel made the following recommendations:

1. The Service Manager (Child Protection) had been asked to review this Adult Protection case in terms of stage 2 of the Complaints procedure. The Panel felt that he had conducted a thorough investigation into the nine issues identified by him and the complainant. The Panel welcomed his statement that he would investigate the new information which had been presented.
2. The Panel agreed with the findings the Service Manager (Child Protection) had made whilst conducting his investigation ie in finding the majority of the issues investigated not upheld. Two issues concerning factual accuracy were upheld.
3. The Panel recommended that Social Services adhere to Stirling Council's policies for investigating complaints, especially adhering to timescales as so far as is reasonably practicable.

The Panel noted the concerns raised by the complainant in connection with some Social Workers involved with the case. The Panel were unable to make specific recommendations on this matter because it was outwith their remit.

The Chair declared the Meeting closed at 11.50 pm