

SOCIAL WORK COMMITTEE

At a Special Meeting of the Social Work Committee held within the Council Chambers, Council Offices, Rosebery Place, Clydebank on Wednesday, 28 June, 2000 at 9.00 a.m.

Present: Councillors John Trainer (LAB), John Syme (LAB), Anthony Devine (LAB) and Ronald McColl (SNP).

Attending: Alan Douglas, Manager – Best Value and Special Projects, Legal & Administrative Services and Anne Ritchie, Head of Social Work.

Apologies: Apologies for absence were intimated on behalf of Councillors James McElhill (LAB), Andrew White (LAB), Geoffrey Calvert (LAB & CO-OP), James Bollan (SSP), Margaret McGregor (SNP) and James Flynn (LAB).

Councillor John Trainer in the Chair

SOCIAL WORK COMPLAINTS REVIEW SUB-COMMITTEE

There was submitted a report by the Head of Legal and Administrative Services as Clerk to the Social Work Complaints Review Sub-Committee making recommendations in respect of a complaint which was considered at a Hearing on Monday, 5th June, 2000.

It was noted that an agreement had been reached whereby Members of the Committee who had been involved in the decision of the Sub-Committee would refrain from taking part in any vote that may, or may not, be held in relation to this matter.

Following discussion, the Committee agreed:-

- (a) that in cases where complaints about Social Work services referred to the actings of a former employee, that matter should still be investigated insofar as was reasonably practicable;
- (b) that insofar as was not already in place, immediate consideration be given to fitting all exits in the Council's residential homes for the elderly with a security device to alert members of staff when a person had left the premises;
- (c) that insofar as they are not already in place, the Department of Social Work and Housing Services must draw up clear procedures to be followed in cases, such as that of the Complainer's, where allegations, or matters giving rise for concern, were being investigated, with a full written record to be kept of the investigation and its outcome;

- (d) that the Department of Social Work and Housing Services must ensure that it responds timeously to complaints, whether oral or written, informal or formal, and in circumstances where it was not reasonably practicable to respond within the timescales laid down, the Complainer must be kept advised, in writing, of any progress and the reasons for the delay; and
- (e) that notwithstanding that the Department of Social Work and Housing Services itself had previously apologised on a number of occasions to the Complainer, the opportunity be taken by the Committee to issue a further apology to him for any unnecessary distress caused in this matter.

The meeting closed at 9.12 a.m.