

Melanie Anderson, Direct Dial (01563) 576094

To: Lindsay Stirrat (Chair), Moira Young and Maureen Morris.

11 July 2002

Dear Member

COMPLAINTS REVIEW SUB-COMMITTEE OF THE SOCIAL WORK COMMITTEE

You are requested to attend a meeting of the **COMPLAINTS REVIEW SUB-COMMITTEE OF THE SOCIAL WORK COMMITTEE** to be held on **THURSDAY 25 JULY 2002** at **1400 HOURS** in **MEETING ROOM 1, COUNCIL HEADQUARTERS, LONDON ROAD, KILMARNOCK** to discuss the undernoted business.

Yours sincerely



Fiona Lees
Depute Chief Executive/
Director of Corporate Resources

MJA/JW

B U S I N E S S

INTIMATE APOLOGIES

1. **EXCLUSION OF PRESS AND PUBLIC** - It is recommended that the Sub-Committee pass the following resolution:- "that, under Section 50A(4) of the Local Government (Scotland) Act 1973, as amended, the Press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Schedule 7A of the Act".

No reports enclosed - Refer to Exclusion of Press and Public paragraph above.

2. CONSIDERATION OF COMPLAINT NO 1/02

2.1 Submit referral to Complaints Review Sub-Committee dated 18 May 2002 (enclosed)(Pages 1-2).

2.2 Submit, for consideration, the undernoted documentation lodged by the complainer (enclosed):-

2.2.1 Letter dated 26 February 2002 to Commissioner for Local Administration in Scotland (Pages 3-14)

2.2.2 Facsimile document dated 17 December 1998 by Children's Hearing Safeguarder (Page 15)

2.2.3 Summary of complaint dated 8 July 2002 (Pages 16-18)

2.2.4 Letter dated 18 December 1998 from Senior Depute Director of Social Work (Pages 19-20)

2.2.5 Report dated 29 December 1999 by social worker in respect of Children's Hearing (Pages 21-24)

2.2.6 Letter dated 21 June 2001 by Principal Officer (Children and Families and Criminal Justice) (Pages 25-26)

2.2.7 Letter dated 18 May 2001 from Chief Executive, East Ayrshire Council (Page 27)

2.2.8 Letter dated 14 June 2001 from Principal Officer (Children and Families and Criminal Justice) (Page 28)

2.2.9 Letter dated 28 November 2000 from Team Leader (Social Work) (Page 29)

2.2.10 Letter dated 25 June 2001 from Principal Officer (Children and Families and Criminal Justice) (Page 30)

2.2.11 Letter dated 12 September 2001 from Principal Officer (Children and Families and Criminal Justice) (Pages 31-32)

2.2.12 Letter dated 1 August 2001 from Head of Inspection, Registration and Complaints (Social Work) and Principal Officer (Children and Families and Criminal Justice) (Page 33)

2.2.13 Letter dated 10 November 2001 from Principal Officer (Children and Families and Criminal Justice) (Pages 34-35)

2.2.14 Letter dated 3 August 2000 from Team Leader (Children and Family Services) (Page 36)

2.2.15 Letter dated 22 December 2000 from Team Leader (Children and Family Services) (Page 37)

2.2.16 Letter dated 28 November 2000 from Team Leader (Children and Family Services) (Page 38)

2.2.17 Letter dated 18 May 2001 from Team Leader (Children and Family Services) (Pages 39-41)

2.2.18 Letter dated 22 December 1998 from Senior Depute Director of Social Work (Pages 42-44)

2.2.19 Undated letter from Service Manager (Social Work) (Page 45)

2.2.20 Letter dated 22 March 1999 from Senior Depute Director of Social Work (Page 46)

2.2.21 Letter dated 26 July 2001 from Principal Officer (Children and Families and Criminal Justice) (Page 47)

- 2.2.22 Letter dated 2 July 2001 from Principal Officer (Children and Families and Criminal Justice) (Pages 48-49)
- 2.2.23 Letter dated 3 February 2000 from Senior Depute Director of Social Work (Page 50)
- 2.2.24 Letter dated 18 June 1999 from Director of Social Work (Pages 51-54)
- 2.2.25 Children's Hearing Documentation dated 20 January 1999 (Pages 55)
- 2.2.26 Extract of Safeguarder's Report dated December 1998 (Page 56)
- 2.2.27 Letter dated 6 December 1999 from Team Leader (Social Work) (Pages 57-58)
- 2.2.28 Children's Hearing Document dated 29 December 1999 (Pages 59-60)
- 2.2.29 Letter dated 25 February 2000 from Senior Depute Director of Social Work (Pages 61-62)
- 2.2.30 Letter dated 28 June 2000 from Team Leader (Social Work) (Page 63)
- 2.2.31 Letter dated 17 January 2000 from Scottish Children's Reporter Administration (Pages 64-68)
- 2.2.32 Documentation entitled "Looking After Children - Review of Arrangements" (Pages 69-76)
- 2.2.33 Review Report to Children's Hearing dated 29 June 1999 (Pages 77-79)
- 2.2.34 Letter dated 25 June 1999 from social worker (Page 80)

2.3 Submit, for consideration, the undernoted documentation from the Department of Educational and Social Services (enclosed):-

- 2.3.1 Report dated 5 July 2002 by the Service Unit Manager (Quality and Planning) (Pages 81-97).