

APPENDIX II

EAST AYRSHIRE COUNCIL

**SOCIAL WORK COMPLAINTS REVIEW SUB-COMMITTEE OF THE SOCIAL
WORK COMMITTEE**

**MINUTES OF MEETING HELD ON FRIDAY 5 MARCH 1999 AT 1100 HOURS IN
MEETING ROOM 2, COUNCIL HEADQUARTERS, LONDON ROAD,
KILMARNOCK**

PRESENT: Amy Kinnaird and Councillors Jane Darnbrough and Kathleen Hall.

ATTENDING: David Mitchell, Principal Solicitor and Melanie Macleod, Administrative Officer.

CHAIR: Amy Kinnaird (Independent Chair).

EXCLUSION OF PRESS AND PUBLIC

1. The Sub-Committee resolved 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 items of business on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 3 of Schedule 7A of the Act.

CONSIDERATION OF COMPLAINT NO. 1/99

2. There were submitted and noted written submissions by the Complainer (who was in attendance and unrepresented) and Director of Social Work (represented by the Head of Inspection, Registration and Complaints Unit with four witnesses) as detailed in Appendix A of this Minute (circulated).

In terms of the procedure for meetings of the Social Work Complaints Review Sub-Committee, the Chair undertook to explain both to the Complainer and to the Director of Social Work's representative that the primary objective of the Sub-Committee was to ensure that the parties to the complaint had a fair opportunity to make their representations and, to that end, the aim would be to conduct the meeting in a relaxed, informal manner.

The Complainer then commenced a detailed account of her complaints against the Department of Social Work.

ADJOURNMENT

3. It was unanimously agreed to adjourn the meeting at 1255 hours for 45 minutes.

RECONVENTION

4. The meeting reconvened at 1340 hours with the same members, officials and the Complainer present and in attendance.

FURTHER CONSIDERATION OF MATTER

5. The Complainer concluded the presentation of her case and, thereafter, the representative of the Director of Social Work had the opportunity to ask questions of the Complainer.

Thereafter, the representative of the Director of Social Work, in the presence of the complainer, presented the Department of Social Work's case, including the leading of evidence from two of the four witnesses called on the behalf of the Social Work Department. The Complainer was afforded the opportunity to ask questions of the witnesses called.

ADJOURNMENT

6. It was unanimously agreed to adjourn the meeting at 1550 hours for 10 minutes.

RECONVENTION

7. The meeting reconvened at 1600 hours with the same members, officials and Complainer present.

FURTHER CONSIDERATION OF MATTER

8. The representative of the Director of Social Work then concluded the leading of evidence from the remaining two witnesses called on behalf of the Social Work Department and the Complainer was given the opportunity to ask questions of these witnesses.

The Complaints Review Sub-Committee then had the opportunity to ask questions of both parties.

Thereafter, the Complainer and the representative of the Director of Social Work had the opportunity to sum up their case to the Complaints Review Sub-Committee without introducing any new information or matters.

The Complainer and the representative of the Director of Social Work then withdrew and the Social Work Complaints Review Sub-Committee proceeded to deliberate in private, taking advice from the Officers appointed to assist the Sub-Committee.

The Sub-Committee found for the Complainer in respect of one of 14 specific issues raised under nine separate heads of complaint and agreed that its detailed findings and recommendations be submitted in a separate report to the next meeting of the Social Work Committee.

The meeting terminated at 1715 hours.

APPENDIX A**WRITTEN SUBMISSIONS TO THE SOCIAL WORK COMPLAINTS REVIEW SUB-COMMITTEE OF THE SOCIAL WORK COMMITTEE OF 5 MARCH 1999****1. DOCUMENTATION LODGED BY COMPLAINER**

- 1.1 Letter dated 17 July 1996 from Scottish Children's Reporter Administration.
- 1.2 Letter dated 10 September 1997 to Chief Executive (Crosshouse Hospital).
- 1.3 Letter dated 11 September 1997 to Crosshouse Hospital (Social Work).
- 1.4 Letter dated 11 September 1997 to Crosshouse Hospital (Social Work).
- 1.5 Letter dated 11 September 1997 to Crosshouse Hospital (Social Work).
- 1.6 Letter dated 15 September 1997 to Director of Social Work.
- 1.7 Letter dated 16 September 1997 to Crosshouse Hospital (Social Work).
- 1.8 Letter dated 24 September 1997 from Crosshouse Hospital (Social Work).
- 1.9 Letter dated 6 October 1997 to Crosshouse Hospital (Social Work).
- 1.10 Letter dated 9 October 1997 to Director of Social Work.
- 1.11 Letter dated 11 October 1997 to Chief Executive (Crosshouse Hospital).
- 1.12 Letter dated 13 October 1997 from Chief Executive.
- 1.13 Letter dated 15 October 1997 to Social Work Department (North Division) (including enclosures dated 11 October 1997, 13 October 1997 and 10 October 1997).
- 1.14 Letter dated 18 October 1997 to Director of Social Work.
- 1.15 Letter dated 14 November 1997 from Social Work (North Division).
- 1.16 Letter dated 18 November 1997 from Social Work (North Division).
- 1.17 Letter dated 18 November 1997 to Social Work Department (North Division).
- 1.18 Letter dated 24 November 1997 to Senior Depute Director of Social Work.
- 1.19 Letter dated 23 December 1997 from Senior Depute Director of Social Work.
- 1.20 Letter dated 16 April 1998 from Senior Depute Director of Social Work.
- 1.21 Letter dated 23 April 1998 to Senior Depute Director of Social Work.
- 1.22 Letter dated 28 October 1998 to Director of Social Work.
- 1.23 Letter dated 16 November 1998 from Director of Social Work.
- 1.24 Letter dated 18 November 1998 to Director of Social Work.
- 1.25 Letter dated 15 January 1999 from Director of Social Work.
- 1.26 Two excerpts of letters dated August 1996.
- 1.27 Letter dated 20 October 1997 to Blue Triangle.
- 1.28 Letter dated 22 February 1999 from Des Browne, M.P.
- 1.29 Letter dated 15 December 1997 to Senior Depute Director of Social Work.

2. DOCUMENTATION SUBMITTED BY DIRECTOR OF SOCIAL WORK

- 2.1 Letter dated 15 September 1997 to Director of Social Work.
- 2.2 Letter dated 16 September 1997 to Crosshouse Hospital (Social Work).
- 2.3 Letter dated 16 September 1997 to Social Work Department (Crosshouse Hospital) (including enclosures dated 11 September 1997 and 15 September 1997).
- 2.4 Letter dated 18 September 1997 from Director of Social Work.
- 2.5 Letter dated 19 September 1997 to Director of Social Work (including two enclosures dated 19 September 1997).

- 2.6** Letter dated 12 October 1997 to Director of Social Work (including enclosure dated 12 October 1997).
- 2.7** Letter dated 15 October 1997 to Director of Social Work.
- 2.8** Letter dated 16 October 1997 from Director of Social Work.
- 2.9** Letter dated 10 November 1997 to Director of Social Work.
- 2.10** Letter dated 12 November 1997 from Director of Social Work.
- 2.11** Letter dated 14 November 1997 from Social Work Department (North Division).
- 2.12** Letter dated 14 November 1997 to Director of Social Work (including enclosure dated 14 November 1997).
- 2.13** Letter dated 14 November 1997 from Director of Social Work.