

**CÙRAM IS SLÀINTE NAN EILEAN SIAR
SHADOW INTEGRATION JOINT BOARD**

REPORT BY CHIEF EXECUTIVE, COMHAIRLE NAN EILEAN SIAR

SOCIAL WORK COMPLAINTS PROCEDURES – CONSULTATION RESPONSE

PURPOSE OF REPORT

To advise the Integration Joint Board for its interests of the proposed terms of a Comhairle response to the current Scottish Government Consultation in relation to Social Work Complaints Procedures.

COMPETENCE

- 1.1 This Report is concerned entirely with constitutional matters.

SUMMARY

- 2.1 Scottish Government is currently consulting on proposed changes to the procedure for dealing with Social Work Complaints following on from the recommendations of the Crerar Review in 2007 and Sinclair Review in 2008. This review proposes that, following attempts at Informal Resolution and any subsequent Internal Investigation, complaints be referred to SPSO to conduct a review of the complaint. This role is currently fulfilled by Complaints Review Committees of Elected Members with an Independent Chair. It is proposed to follow the approach currently adopted for health complaints where SPSO would be able to review an exercise of professional judgement by a Social Work or Social Care Professional. The Report to the Comhairle's Health and Social Care Committee and Policy and Resources Committee is appended to this report for Shadow Board members' interests as while these complaints will remain the responsibility of the Comhairle they will relate to services within the remit of the Integration Joint Board.
- 2.2 In terms of the Integration Scheme the Comhairle and NHS Western Isles remain responsible for the delivery of Health and Social Care services and any complaints about the Service Delivery will be dealt with through any existing Health and Social Work Complaints Processes. The arrangements for managing complaints that relate to the services within the scope of Integration are, as is required by law, also outlined in the Scheme. The partners have highlighted in the Scheme that following the review of Social Work Complaints that they may wish to consider and agree a streamlined Joint Complaints Process.

RECOMMENDATION

- 3.1 **It is recommended that the Shadow Board members note the terms of the Comhairle's response and make any comments.**

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