

SPSO decision report



Case: 201702572, North Ayrshire Health and Social Care Partnership
Sector: Health and Social Care
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

C complained about the partnership's decision to conduct Adult Support and Protection (ASP) enquiries following receipt of concerns about their child (A). C complained that social work acted upon false information and that A did not meet the criteria for commencing an ASP investigation. The partnership advised that their social work staff acted in accordance with their procedures.

As part of our investigation, we reviewed the case records and sought independent advice from a social worker. We found that there was reasonable evidence that A met the criteria for an ASP investigation and, based on the information received by the partnership at the time, it was reasonable that they conducted enquiries under their ASP duties. There was no evidence that the partnership did not follow their procedures correctly, therefore we did not uphold the complaint.