

SPSO decision report

Case: 202102472, Stirling Council
Sector: Local Government
Subject: Education/Primary School
Decision: Upheld, recommendations

Summary

C is the parent of a child (A) who has conditions affecting their mobility and continence. C complained about how A's school was managing their personal care and how the council's disability social work department behaved towards C and A.

We took independent advice from a social worker. We found that the Intimate Care Guidance in place at the time should have been updated and that having a written intimate care plan in place for A would have helped to ensure clarity regarding C's concerns about the management of A's personal care. We upheld C's complaint that the council's response to their concerns had not been reasonable.

We found that the disability social work team poorly handled arrangements to speak to A and did not give C enough notice of their intentions. While the council had accepted that they had used inappropriate language to describe C, we found that they had not fully acknowledged this and the impact that this may have had. We upheld C's complaint that the disability social work department failed to behave in a reasonable manner towards them and A.

Recommendations

What we asked the organisation to do in this case:

- Apologise to C for their behaviour in relation to arranging a meeting with the children, and their use of inappropriate language. The apology should meet the standards set out in the SPSO guidelines on apology available at [HYPERLINK "http://www.spsso.org.uk/information-leaflets"](http://www.spsso.org.uk/information-leaflets)
www.spsso.org.uk/information-leaflets .

What we said should change to put things right in future:

- The council should ensure that parents, in particular where they are the main carer, are given sufficient notice of social work's intentions to meet with children. The council should ensure that where inappropriate language may have been used, the impact of this is fully acknowledged.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.