

Case 3 – SPSO 201807504 and Case 4 – SPSO 201807334 were both linked to this SPSO enquiry.

1. Apologise to Mrs A, Children Y and Z for the failure to reasonably gather and take into account relevant information when making decisions regarding the children's care and education. Apologise to Mrs A and Ms C for the failure to reasonably and timeously respond to their complaints. The apologies must meet the SPSO apology standard.
2. The Council's child protection function should be delivered within the context of supporting families and meeting children's needs through the Getting It Right For Every Child practice model as stated in the National Guidance for Child Protection In Scotland and the Children and Young People (Scotland) Act 2014.
3. In line with the Children (Scotland) Act 1995, the Council should promote the upbringing of children by their families and the possibility of kinship care placements should be considered at the earliest opportunity and if this is not possible, the reasons should be recorded.
4. The views of children should be sought in line with the Getting It Right For Every Child Framework and as laid down in the Children (Scotland) Act 1995 and the Children and Young People (Scotland) Act 2014. The views of children should be listened to, considered and recorded; and independent advocacy should be considered for children in a timely manner.
5. If a child expresses a wish to attend their Children's Hearing, they should be facilitated to attend, regardless of whether they have previously been excused; in line with national guidance.
6. Timescales for kinship care assessments should be in line with the Looked After Children (Scotland) Regulations 2009 and the Adoption (Scotland) Act 2007 - Part 9 Kinship Care unless the reasons as to why this is not possible are specifically recorded.
7. Communication with extended family in relation to potential kinship care placements should be proactive, clear, and timely.
8. Prior to any decision that brings about a change to the child's plan, or before a decision to seek a Children's Hearing for a child whose supervision order they think should be varied or terminated, a Looked After Child review should be held.

9. When a child who has social work involvement moves school, the new school should be informed of this in a timely manner in line with the Getting It Right For Every Child national framework principles of working collaboratively with the child at the centre.
10. Social workers should avoid making statements based on assumptions and pejorative personal opinion.
11. Parents with parental rights and responsibilities should, as far as possible, be consulted prior to medical treatment or in cases of an emergency admission be notified as soon as possible, in line with the Children (Scotland) Act 1995.
12. The Council should adhere to the National Guidance for Child Protection in Scotland in relation to notifying the receiving local authority immediately when children and/or their family move.
13. The relevant Looked After Child forms, including general medical consent, should be completed at the point of a child being admitted to the care of the local authority, or in cases of emergency, as soon as is practicably possible after the child is placed; in line with The Looked After Children (Scotland) Regulations 2009.
14. When making decisions regarding the care and education of children, the Council should appropriately gather and take into account relevant information.
15. Complaints should be handled in line with the relevant complaint handling procedure.