

SPSO decision report



Case: 201004313, Dumfries and Galloway Council
Sector: local government
Subject: social work; needs assessment
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council's social work department failed to comply with their legal responsibility to carry out an assessment of his care needs and failed to provide him with care and support. He also complained that the council did not pay his claim for non personal care arrears.

Our investigation found that he had not made a reasonable request for an assessment. When it became clear that an assessment was required this was promptly carried out and a care and support plan produced. This detailed the services required, and those which will be provided by the council.

As we did not consider that the council were responsible for the delay and as Mr C was not contributing towards the cost of the care services, we did not find that the council were liable for any backdated monies.