

## SPSO decision report

**Case:** 201905502, Dumfries and Galloway Council  
**Sector:** Local Government  
**Subject:** communication / staff attitude  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about the actions of the council's social work services department. This was following referrals made by Police Scotland and an NHS board, after there were concerns about Mr C's whereabouts and wellbeing. On the basis of these referrals, the council wrote to Mr C and advised him that they did not feel there was a need for Adult Services to intervene at that time but that he could contact them if there was anything else he felt they could support him with.

In Mr C's view, the council unreasonably failed to contact him by telephone and within 24 hours, despite assurances that were given to him by other parties. In addition to this, he said that the council's conclusion that there was no requirement for Adult Services at that time was unreasonable.

We took independent advice from a social worker. We concluded that it was reasonable for the council to write out to Mr C rather than phoning him within 24 hours. This was because the referral information provided to the council by Police Scotland and the NHS board did not indicate that there was a requirement to contact him by phone or within 24 hours.

We also found that it was reasonable for the council to conclude that there was no role for Adult Services at that time. Again, the council's decision was based on the referral information provided by Police Scotland and the NHS board. This information stated that there were no immediate concerns for Mr C's welfare and that he was not presenting as having any acute mental ill health conditions. Therefore, based on the information known to them at the time, we considered the council's actions to be reasonable. Therefore, we did not uphold Mr C's complaints.