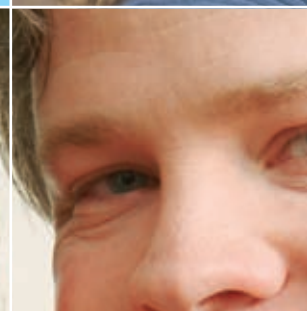
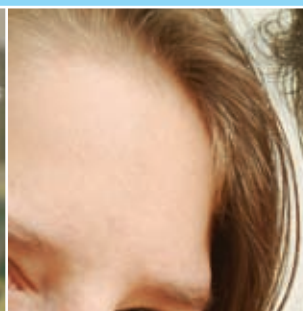
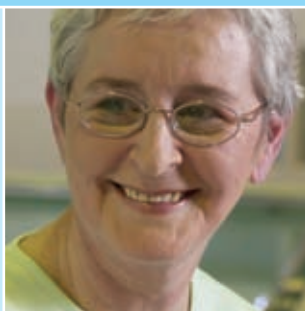


# Clients' Rights Service

annual report on level of activity 2008/2009



Established in 1996 by Angus Council to promote the rights and responsibilities of children, young people and adults who have contact with Social Work and Health and complementary services and to create a culture of rights in Angus



SOCIAL WORK and HEALTH

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# **Angus Council's Clients' Rights Service**

## **1. Introduction**

This report covers the activities of the clients' rights service [CRS or service] for the period 1 April 2008 - 31 March 2009.

During this period, the CRS has focused on promoting a culture of rights within Social Work and Health. This has been achieved by working with the public and with colleagues locally and nationally, with a view to supporting everyone to feel confident about understanding the concept of rights. What we can and cannot reasonably claim and the rights that we should all expect to enjoy.

The past 12 months have seen a constant interest from the public, as well as from human services professionals, about the impact of the economic crisis on the protection of people's rights.

Reassurances have been given that safeguard the individuality, dignity and vital interests of those individuals and families in contact with social work.

## **2. Context in which the CRS operates**

The clients' rights service promotes the rights and responsibilities of children, young people and adults who receive services direct from social work or that social work has arranged.

The service respects the privacy of all those who contact it except where these individuals or others may be at risk of harm to self or others. The service offers information, specific social work advice, representation, advocacy, mediation, counselling and support to anyone who has or has had contact with social work and who believes that their rights have been ignored or infringed.

The CRS helps in different ways, for example, it supports and represents the views of individuals at Social Work and Health meetings, ensuring that individuals' views are heard in any undertakings relevant to their wellbeing.

The CRS gives advice and listens to individuals' concerns if they do not want to talk with anyone else. The CRS also supports children and parents to put their views forward whenever they may feel that they are not being heard and supports children and families at children's hearings.

The CRS helps anyone in contact with social work to make a complaint if that is what they want to do.

Anyone can contact, and should expect to receive assistance from the CRS. The service is available to anyone who has had contact with social work, even if they already have a social worker, a care manager, a case manager or even if they no longer have contact with social work but feel that they want to talk with someone about something that may have happened when in contact with social work.

The CRS has extensive knowledge and understanding of human growth and development, the functioning of family and communities, and the legislative and social policy context in which social work operates. This awareness enables the service to effectively manage the complicated situations that are often presented to it. The CRS responds to anyone without discriminating on the grounds of age, gender, disability, religious persuasion, sexual orientation, marital status, profession, income or other status.

## **2.1 Aims**

The aims of the service are to:-

- Promote the rights and responsibilities of all those who have contact with Angus Council Social Work and Health without discrimination.
- Promote the development of a culture of rights within social work and any undertakings associated with social work.
- Lead and support in all developments associated with the protection people's rights.

## **2.2 Structure of the Service and Working Arrangements**

The CRS comprises of one clients' rights officer [CRO], who is accountable to clients and to Angus Council through Social Work and Health line management. The CRS office is located within Angus Council Social Work and Health at St Margaret's House, Orchardbank, Forfar. The service's workload is based on individual casework, on advice and guidance as well as on practical support to professional staff at all levels and elected members and on policy work. The CRS makes regular contributions to policies and developments locally and at national level. The purpose of these contributions is to assist and enhance common understanding of the concept of rights within social work and associated undertakings.

Every issue that is brought to the attention of the CRS is checked against a variety of authoritative sources, including:-

- Chief Social Work Officer's Directives.
- Departmental operational instructions and other policies of the council.
- Local and national standards including the professional Code of Practice for Social Service Workers published by the Scottish Social Services Council [SSSC].
- Policies, circulars, guidance, regulations, legislation from the Scottish Parliament on devolved matters, and from Westminster, on reserved matters.
- European and other international standards.
- Up to date and recognised lawful and ethical human services practices.

This report presents general data relating to the people in contact with the CRS over the last 12 months.

A fundamental aspect of the CRS is to identify whether individuals' concerns touch on rights issues and whether these rights have been ignored or breached. Once these two elements are established, and in mutual agreement

with the aggrieved individual(s) and/or their representatives, the service seeks to obtain prompt redress. Often individuals who contact the CRS are supported by family members, friends, or by a wide range of professionals, as well as on occasions, by other agencies that promote the rights agenda at local, regional and national level. The creation in 2008 of an Equalities and Human Rights Commission and of the first Scottish Commission for Human Rights under devolved powers means that the public, especially minorities and vulnerable individuals, will have greater protection in terms of their rights.

The CRS continues to be provided free of charge and remains available to anyone interested in raising the standard of services available to the people in Angus.

### **3. Referrals, Response Times and Other Standards**

#### **3.1 Number of Referrals**

A total of **113** referrals were received, a decrease of 20% from last year. **34** of these referrals were complaints. **32** were resolved at stage 1 of the statutory complaints procedure. Two complaints progressed onto stage 2, which is a comprehensive investigation, of the same procedure.

**113**

Source: CRS - Information Management Systems 2008-09

The number of referrals associated with the rights of people 18 and over was slightly higher than at any other time since the service was established in 1996. This development will be closely monitored.

#### **3.2 Response Times**

- **95** were responded to within five working days.
- **18** required extended response times due to the complexity of the matters raised, the need for gathering additional information from internal and external sources, additional support to individuals prior to taking forward issues of concern and; waiting times associated with external agencies standards. Extended response times were also applied to situations that required mediation and negotiation.

All responses fell within the standards set for the CRS in 2001. These standards are highlighted in the CRS information leaflet.

#### **3.3 Other Standards**

- The CRS monitors the rights and welfare of children and young people in secure care by maintaining a minimum of two contacts per month. A total of **37** contact visits were made to two secure units in Scotland.
- A total of **four** visits were made to Secure Accommodation Services within the 21-day period outlined in the appeals process. The impact of the proposed removal of section 51(1) (bb) unruly certificates issued by the police may have led to no further notifications having been received into the CRS.

- The CRS visits every social work team regularly to promote a culture of rights. During the reporting period **47** interactive presentations on rights matters, a 45% increase on last years' figures, were individually prepared and delivered to **42** service outlets within the county. A total of **355 employees at all levels** within Social Work and Health, including the four teams from the Joint Strategic Support Unit [**JSSU**], and five final year social students from Dundee University, participated.
- There was an increase of **187** more employees learning about rights than in the previous year. Also, **four** presentations were made to **25** carers who represented the remaining four burghs of Angus from the rights awareness campaign that started last year.

#### 4. Referrals by Age Group

Age Group	Number
0-12	36
13-16	18
17-21	5
22-35	17
36-45	9
46-55	9
56-65	8
66-75	2
76-85	1
86+	3
N/K	5
<b>TOTAL</b>	<b>113</b>

N/K = Age group not given or not relevant

Source: Clients' Rights Service Information Management Systems 2008-09

- 52% of all referrals were by or on behalf of children under 17 yrs. This proportion has been consistent since 2006.
- Referrals by and on behalf of children aged 0-12 yrs decreased for the first time since 2006. 30% of the total number of referrals was from this age group.
- The aggregate number of referrals by and on behalf of clients in the age range 17-55 increased by 50%.
- The aggregate number of referrals by and on behalf of adults 56 yrs and over presented no change, maintaining the 50% increase for this group.

The age groupings are provided to give all service areas indicators that may assist them identify whether any changes in the numbers of referrals by age group, when compared with previous reporting periods, may be related to the impact of service re-structuring on service provision. Further details that may inform any findings can be obtained within sections 7 and 13 of this report.

It would be beneficial to compare these with other **service improvement** data gathering systems e.g. compliments, complaints received through the ACCESSLine, those registered by each service area and those registered by the complaints officer, to identify if there are areas of practice being highlighted by the nature of the issues raised, in order to address any areas of concern.

## 5. Distribution by Gender

<b>Gender</b>	<b>Number</b>
Female	46
Male	50
N/K	17
<b>Total</b>	<b>113</b>

N/A = Gender not disclosed or not relevant when referred to contact from Agencies

Source: CRS - Information Management Systems 2008-09

- The number of males of all ages who sought assistance directly or on whose behalf contact was made with the CRS decreased by 10%.
- The number of females shows a very slight reduction for the second year running.

## 6. Sources of Referrals

Source	Number
<b>Client</b>	49
<b>Relatives</b> e.g. parents, grandparents, aunts, uncles, cousins, sons, daughters and siblings of both children and adults, including carers, friends and neighbours.	37
<b>Social work staff</b> e.g. managers, field workers in both children and adults' services including, family placement, adoption and fostering, residential care homes for adults and children, day centres and other social work and health provision including, contracts, financial assessments, community mental health teams, intake team, community assessment and review services, adult's review service, welfare rights, housing support and home care services.	60
<b>Other sections of the council</b> , e.g. elected members, Chief Executive's Dept., equalities, foster carers, education and housing services.	12
Other agencies e.g. NHS services for children, solicitors, Alzheimer's Scotland, Scotland's Commissioner for Children and Young People [SCCYP], Dundee and Angus solicitors, Barnardo's Scotland, Angus Carers, Children's Hearing, Dundee University, Scottish Government Children's Rights Team–Children's Division Safeguarders, independent care home providers, residential and secure accommodation services both locally and nationally, Tayside Police, Victim Support Angus, as well as other councils i.e. Dundee City and Lothians.	38
<b>TOTAL</b>	<b>196</b>

Source: CRS - Information Management Systems 2008-09

- There were a total of 196 different sources of referral, four less than on last years' reporting.
- The number of service users who themselves contacted the CRS remains high.
- Referrals from relatives and friends shows consistent increases since 2006.

- There was no significant variation when compared with previous years in the number of referrals from professionals within all service areas of social work, other service areas of the council, as well as from other agencies including independent care homes providers, NHS Tayside, secure accommodation services and residential schools.
- **1191** electronic communications relating to clients' rights took place during the reporting period. This represents a 50% increase in the volume of work associated with rights issues. There were **11** incoming text messages from the public onto the CRS dedicated telephone service.

## 7. Children - Reasons for Contact

Reasons	Number
<ul style="list-style-type: none"> <li>• Quality of care (43)</li> <li>• Protection (8)</li> <li>• Safety (2)</li> </ul>	53
<ul style="list-style-type: none"> <li>• Customer care (18)</li> <li>• Information issues (17)</li> <li>• Data Protection issues (3)</li> </ul>	38
<ul style="list-style-type: none"> <li>• Views of the child (41)</li> </ul>	41
<ul style="list-style-type: none"> <li>• Education rights (16)</li> </ul>	16
<ul style="list-style-type: none"> <li>• Housing rights (6)</li> </ul>	6
<ul style="list-style-type: none"> <li>• Health rights (9)</li> </ul>	9
<b>Total</b>	<b>163</b>

Source: CRS - Information Management Systems 2008-09

In line with the aims of the CRS the issues raised by or on behalf of children have been divided into ten distinct areas that are directly linked to, and supported by, the United Nations Convention on the Rights of the Child and the Human Rights Act 1998.

- A total of **163** issues relating to children and young people's rights were brought to the attention of the CRS.
- Issues associated with lack, as well as unsuitability, of information about what it means to children and families to have social work services involved in their lives formed part of a large proportion of multiple issues within complaints and concerns.

- The views of children about their experiences of contact with social work as well as a variety of other services continues to be conveyed by the CRS in mutual agreement with the children to team leaders, service managers, for discussion with social work practitioners. Children's wider perspective of their individual circumstances were communicated to relevant agencies as necessary and in writing, were agreed by the child at Looked After and Accommodated Children's [LAAC] reviews and Children's Hearings with the support of the CRS.
- Issues associated with children's rights regarding their right to be treated with respect at school and not to be excluded from education were prominent over the last 12 months.
- Concerns were raised by both young people and professionals about the ability of 16 year olds to safely sustain tenancies as well as education pressures with low or no family support.
- There was a high proportion of complaints about the quality of care being received by children and young people. The CRS records show that whilst approximately 20% of these complaints were founded, others actually related to the children, young people and their families' challenges of having to face up to, and manage the circumstances that led to social work invoking protection and support measures for the relevant minors.
- The combination of housing and health rights was evident in three referrals which involved parents with learning disabilities parenting children also affected with learning disabilities who were as families unable to complain about being provided with unsuitable housing. There was also evidence of unsuitable housing allocated to single parents with mental health problems.
- There was an increase in the number of referrals from and about the rights of ethnic minorities including Gypsy Travellers, EU and non-EU immigrants. The absence of public information in Romanian was reported to the Equalities Service.

## 8. Location of Children at Time of Contact

Location	Number
Own home	27
Relatives homes	5
Foster Care	9
Residential care homes and residential schools	7
Secure accommodation services	5
Homeless and/or temporary accommodation	2
<b>Total</b>	<b>55</b>

Source: CRS - Information Management Systems 2008-09

- This year's figures show that **27** children who contacted the service were living at home and engaged with social work on home supervision requirements or on a voluntary basis. Given the reduction in the overall number of referrals this figure is 3% higher when compared with last year's figures.
- **23** referrals concerned the rights of children and young people homeless, in residential care homes, residential and secure schools or in foster care.
- There was a 30% reduction in the overall number of children living away from home who or on whose behalf contact was made with the service. The majority of these children were on named placement orders. Two were homeless young people.
- There was an increase in the number of children, families and professionals who expressed concern at the number of school exclusions of primary school children and in the exclusion of young people with special educational needs from specialist education provision.

## 9. How did the CRS deal with the issues raised by or for children and young people?

Dealt with by	Number
Information, Advice and Support	55
Representation	30
Mediation and Negotiation	10
Counseling	12
Referred to other services e.g. Care Commission, Police, Equalities and Human Rights Commission, Grampian Race Equality Council (GREC), Manager Special Education Organisation of International Migration (OIM), Home Office, Angus Partnership On Domestic Abuse (APODA)	19
Advocacy	2
Resolved without the CRS	7
Current active work, of which three cases have required ongoing rights representation and rights protection intermittently for over 2 yrs	18
<b>Total</b>	<b>153</b>

Source: CRS - Information Management Systems 2008-09

- Information, advice and representation were the most effective means used for dealing with the promotion and protection of children's and young people's rights during the reporting period. Social workers provide as in previous years most of the safe advocacy for children and young people in liaison with the CRS.
- Support, counselling, mediation and negotiation were the second most effective means used for progressing issues and concerns.

- Where the rights of individuals had been ignored or infringed in such a way that the trust between practitioner and individuals is broken, the CRS provides ongoing representation as a means of supporting the protection of clients' rights.
- Clients are informed that once they feel confident and are able to safeguard their rights there is no need for the CRS to continue, but they can always come back. At that point the CRS withdraws.

## **10. Participation and Practical Help**

- The CRS supported and represented children and young people last year, at **53** Looked After and Accommodated Children's [LAAC] reviews, Children's Hearings and Receptions in to Accommodation [RIA] meetings.
- In **41** instances, 35% increase on last year's figures, the CRS supported children to make personal (written and oral) contributions to statutory processes such as LAAC reviews and Children's Hearings. As a result the outcomes and the way in which services were provided to children and their families were given closer consideration and in many instances changes were made in accordance with the reasonableness of the proposals put forward.

## 11. Contribution to Safeguards

- A total of **94** United Nations Convention on the Rights of the Child information packs were issued to children aged 8 yrs and over, a 50% increase on last year's figure. In supporting the Foster Care Team, the packs also contain the new "**Living in Foster Care**" leaflets. The "rights packs" contain the following:-
  - Letter from the CRS asking children and young people living away from home to be aware of their rights and to promote them.
  - Departmental first contact family of leaflets i.e. CRS service, complaints procedure for social work, customer care and access to personal social work records.
  - Who Cares? Scotland contact details.
  - Childline's contact card.
  - The United Nations Convention on the Rights of the Child Angus DVD and revised posters in child friendly language.
  - Scottish Government Children's Charter.
  - Leaflets from the Office of Scotland's Commissioner for Children and Young People.
- **90** safeguard visits were made to children and young people living away from home in residential care homes for children, residential schools, secure accommodation services, and foster care, throughout Scotland.
- **40** information packs containing the United Nations Convention on the Rights of the Child, including **21** requests for information about children's right to education and human rights were sent out to parents, carers and to professionals during last year.
- Representation to both children and families was provided at **nine** Children's Hearings.
- A presentation entitled "Children's Rights are Human Rights" was made to **seven** care and teaching staff from an independent residential school.
- Sent letter of invitation to **three** young people to contact the quality Improvement Officer as these young people had had substantial contact with the CRS and had been accommodated in the late 1990's and early 2000s at Kerelaw Secure Unit. The contact was sought to support the "Kerelaw Inquiry", an investigation into the abuse of young people in secure accommodation in Scotland.

## 12. Location of Adults at Time of Contact

Location	Number
Own home e.g. privately owned, council, private tenancies including supported and sheltered accommodation and living alone or with family including: spouse, parents, and/or grown up children and in receipt of home care services or seeking additional assistance at home	36
Precarious/temporary accommodation/in relatives' homes/homelessness	11
Residential and Nursing Care Homes for adults including senior citizens	8
Hospital	2
Prison	1
<b>Total</b>	<b>58</b>

Source: CRS - Information Management Systems 2008-09

- This year's figures show no significant change from those collected since 1996, in that the majority of adults who sought assistance from the CRS, were living in their own homes.
- There was however, a 45% increase in the number of referrals when compared with last year which were made by, or on behalf of adults in precarious accommodation, including an EU family who moved into the area with nowhere to stay, and two adults in their 20s also from the EU who lost their agricultural jobs. Added to these referrals was a young care leaver who despite wanting to become independent was advised to move back home.
- Two referrals centered on delays with assistance from Social Work and Health in order to be able to leave hospital and return to live in the community, safely and with dignity.
- Issues associated with the rights of senior citizens living in residential care homes will be closely monitored over the next twelve months by the CRS in liaison with relevant colleagues.

### 13. Adults - Reasons for Contact

Reason	Number
<ul style="list-style-type: none"> <li>• Provision and quality of care (14)</li> <li>• Support, Protection and Safety of Adults issues (4)</li> </ul>	18
<ul style="list-style-type: none"> <li>• Customer care (28)</li> <li>• Information issues (32)</li> <li>• Data Protection issues (1)</li> </ul>	61
<ul style="list-style-type: none"> <li>• Financial issues (6)</li> </ul>	6
<ul style="list-style-type: none"> <li>• Health rights (9)</li> </ul>	9
<ul style="list-style-type: none"> <li>• Housing rights (11)</li> </ul>	11
<ul style="list-style-type: none"> <li>• Other Issues (4)</li> </ul>	4
<b>Total</b>	<b>109</b>

Source: CRS - Information Management Systems 2008-09

- A total of **109** issues relating to adults were brought to the attention of the CRS.
- During the reporting period several adults in contact with Social Work and Health engaged with the CRS and raised a variety of rights issues that affect them and/or people for whom they care by reason of advanced age, disability and/or infirmity.
- The nine categories listed under the “Reasons” heading in table 13 have proven a helpful aid for distinguishing the multiplicity of issues that surface for the CRS in trying to establish if there are rights issues, and whether these have been ignore or infringed.

- 15 of the referrals received from or about adults indicated that they had been made aware of the CRS by service areas. They had been provided with the family of leaflets at initial contact with employees from Social Work and Health. Of the remaining 43 referrals, 27 referrals into the CRS had had contact with Social Work and Health for some time, but had not received the information on how to contact the CRS, how to complain or who to contact if they had queries or concerns about the services provided.

#### 14. How did the CRS deal with the issues raised by adults?

Dealt with by	Number
Information, advice	45
Representation	16
Support, mediation and negotiation	27
Counselling	10
Advocacy	2
Referred to other services e.g. Care Commission, Intake Team, Angus Adult Protection service, Angus Partnership on Domestic Abuse (APODA) Police, Grampian Race Equality Council, Community Mental Health Team Service Managers, Housing Services, Equalities and Human Rights Commission, Public Services Ombudsman, Family Placement Team	8
Resolved without the CRS	5
Current active work, 2 of which have been for 2 yrs or more	9
<b>Total</b>	<b>122</b>

Source: CRS - Information Management Systems 2008-09

- For the second year running, the above means of dealing with the issues brought to the service, provided an effective and helpful way of managing the concerns.

- Information giving and advice appeared to have been the most effective means used for dealing with the promotion and protection of adults' rights during the reporting period judging by the response to information and advice from individuals. Representation was the second most effective means used for progressing issues and concerns in terms of the outcomes achieved, closely followed by support during the process of mediation and negotiation.
- Where the rights of individuals had been ignored or infringed in a way that concerns remain with the individual, the CRS provides ongoing representation as a means of supporting individuals with their rights.
- Clients are informed that once they feel confident and able to safeguard their rights there is no need for the CRS to continue, but they can always come back. At that point the CRS withdraws.

## 15. Promoting a Culture of Rights

- The “Clients’ Rights Information Sharing Service” [CRISS] electronic information sharing system created in 2007 continues to be an effective service. **Six** different CRISS mailings ranging from information about the newly established Scottish Human Rights Commission to changes to the UK’s Immigration Law aimed at **250** staff at all levels within the organisation were made.
- Information sharing focused on understanding human rights in practice based on fairness, equal opportunities and anti-discriminatory practices. The CRS promotes the importance of everyone becoming familiar with the simplicity of rights in practice. Accordingly a good starting point is for everyone to visit the first Scottish Human Rights Commission at <http://www.scottishhumanrights.com/> and the UK wide Equalities Commission at <http://www.equalityhumanrights.com/>.
- Participation in the Scottish celebrations of the 60<sup>th</sup> Anniversary of the Universal Declaration of Human Rights on 10 December 2008, by attending one of the many events arranged entitled: “Delivering Human Rights Outcomes in Scotland”. To complement this commemorative event locally, the CRS, with the support of Law and Administration, the public relations unit of Angus Council and Amnesty International ensured that recognition of this milestone was noted within the council. Additionally the CRS arranged for the distribution of 100 commemorative posters and 250 Universal Declaration of Human Rights booklets, throughout Social Work and Health including to Foster Carers.
- Co-ordination of strategic planning and practical support to Angus from the Scottish Human Rights Commission (SHRC) with the Division of Law and Administration of Corporate Services. The initial meeting and visit from the Outreach Coordinator/Communications Manager Jemma Neville, from the SHRC was held on 06 February 2009.
- Review and redesign of the check lists that are used to establish compliance of procedures, processes and decisions with the Human Rights Act 1998 was carried out. A total of 501 checklists are now in use throughout the organisation and during 2009 these will be distributed electronically.

The CRS as a member of the Scottish Government Children's Rights Division Working Group on the compatibility of the Human Rights Act 1998 with the United Nations Convention on the Rights of the Child, secured that the two child friendly summaries of the fourth Scottish Government report that contributed to the UK five year "State Party Report to the United Nations Committee on the Rights of the Child" in the Summer of 2007 about how children's rights are being promoted, and protected in Scotland, were circulated to every Looked After and Accommodated Child [LAAC], Social Work and Health practitioners and to every foster carer in Angus. More information can be found at <http://www.scotland.gov.uk/Topics/People/Young-People/Childrens-Rights>.

- Research and preparation with children, young people and partner agencies of the new Angus DVD on the United Nations Convention on the Rights of the Child, launched in Angus in May 2008.
- Facilitator role during the Scottish Government, public consultation on "Improving the Lives of Children in Scotland – are we there yet?" opened by Mr Adam Ingram, Minister for Children and Early Years, on 3 February 2009.
- Independent participation in the Care Commission's unannounced inspection of residential care services for children and young people in Angus, summer 2008.
- Represented Angus Council at the Scottish Parliament launch of the "Fair Deal for Families" by Jackie Baillie MSP, Convener of the Cross Party Group for Learning Disabilities on 11 November 2008.
- Review of the Operational Instruction on the provision of Support to Asylum Seekers.
- Contribution to the debate from a rights perspective and consultation exercise on "Enabling Risk in Adult Care and Support" on 22 April 2008. This was a complementary exercise on the eve of the implementation of the Adult Support and Protection (Scotland) Act 2007, in October 2008.
- Contributed to the consultation on the "Rights and Responsibilities" of those who come into contact with the Scottish Prison Service, from a children's rights perspective and with the collaboration of criminal justice services (CJS) and children's services in December 2008.
- Contribution to the interview of the Organisation of International Migration (OIM) Directorate for APODA event in Angus in September 2008.
- E-Government compliance and administrative improvements for the benefit of the public and colleagues.

- All information about the CRS was made fully electronic during the reporting period and can be accessed via both the Intranet and the Internet on [www.angus.gov.uk](http://www.angus.gov.uk).
- An additional mailbox [rights@angus.gov.uk](mailto:rights@angus.gov.uk) has also been created for use by the public.
- Annual review and update of publicity and information materials for the CRS.

## REFERENCES

1. Clients' Rights Information management systems electronic and manual, including case files 2008/2009
2. Clients' Rights Officer's PF09's 2008-2009
3. Clients' Rights Officer's diary 2008-2009

## 16. Summary

- The clients' rights service was set up to promote the creation of a culture of rights throughout Social Work and Health and to consider the rights of all service users who have or have had contact with social work services.
- It is a service that supports and advises professionals on matters of rights as relating to social work and associated undertakings.
- The CRS dealt with a variety of rights issues of a highly sensitive nature often in complex circumstances. Members of the public raised issues not only linked to Social Work and Health undertakings, but also relating to other council services and other local public services.
- A variety of effective methods were used by the CRS to seek resolution to the volume, nature and variety of issues brought to its attention. Those who felt their rights were being infringed or ignored, were satisfied with the service provided and also with the outcomes.

For further information on the work of the

Clients' Rights Service

Please write to:

Angus Council Social Work and Health

St Margaret's House

Orchardbank Business Park

Orchard Loan

FORFAR DD8 1WS

Angus, Scotland

Or

Contact the Clients' Rights Officer on:

01307 474848

Or

07801 912 850 (Mobile)

Or

E-mail: [rights@angus.gov.uk](mailto:rights@angus.gov.uk)

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