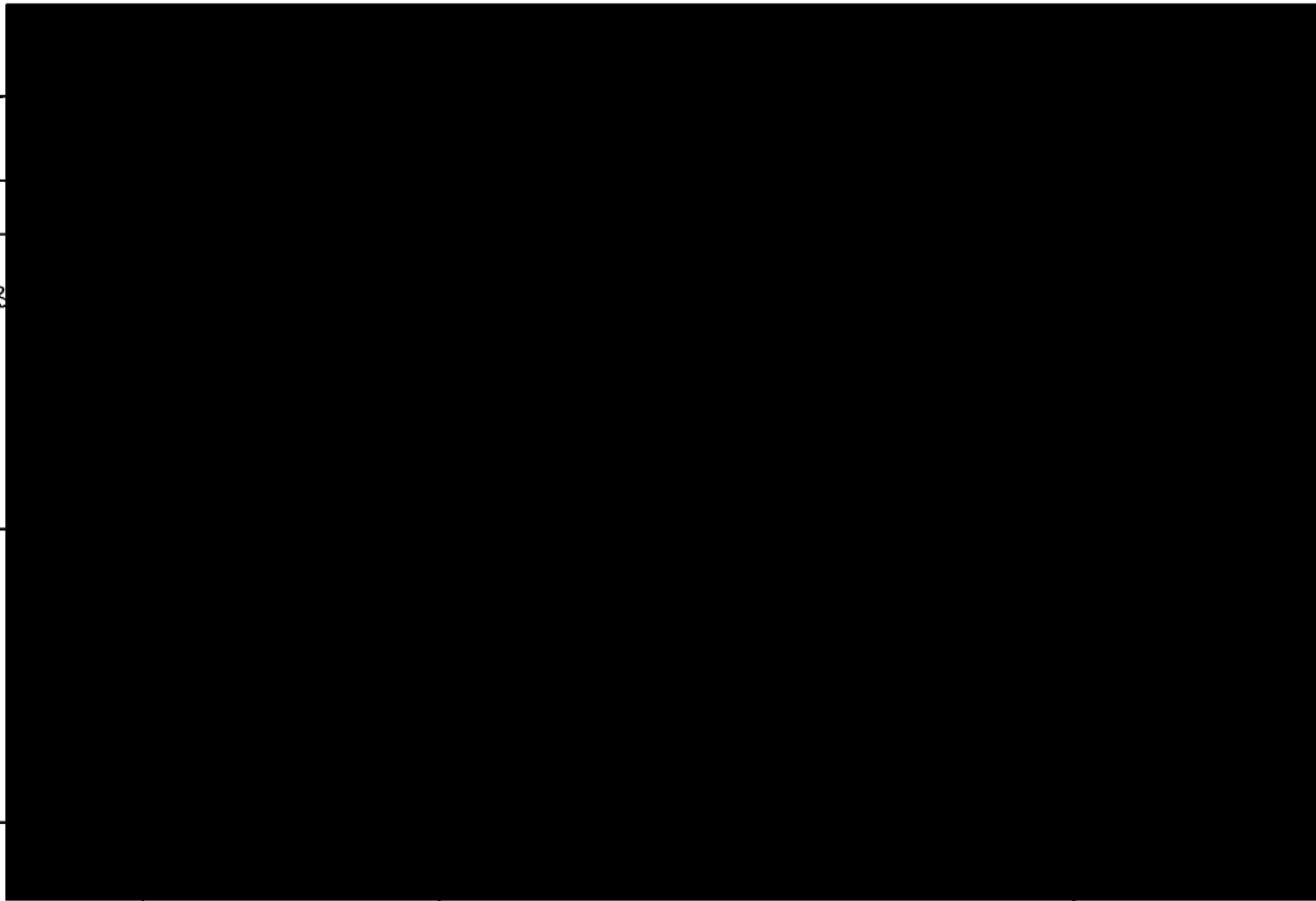


2



_____ Signature (Senior/Supervisor)

Client Name

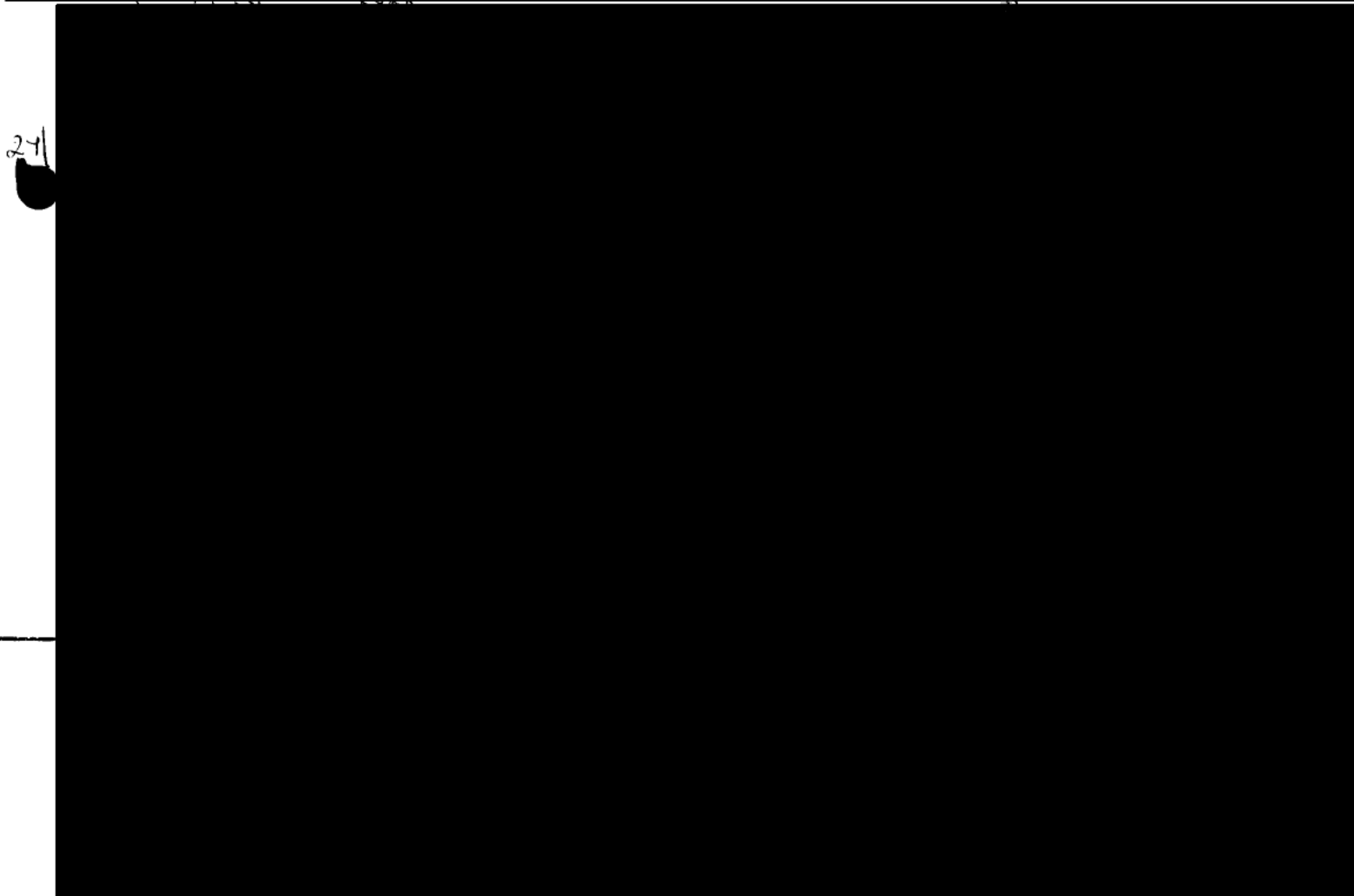
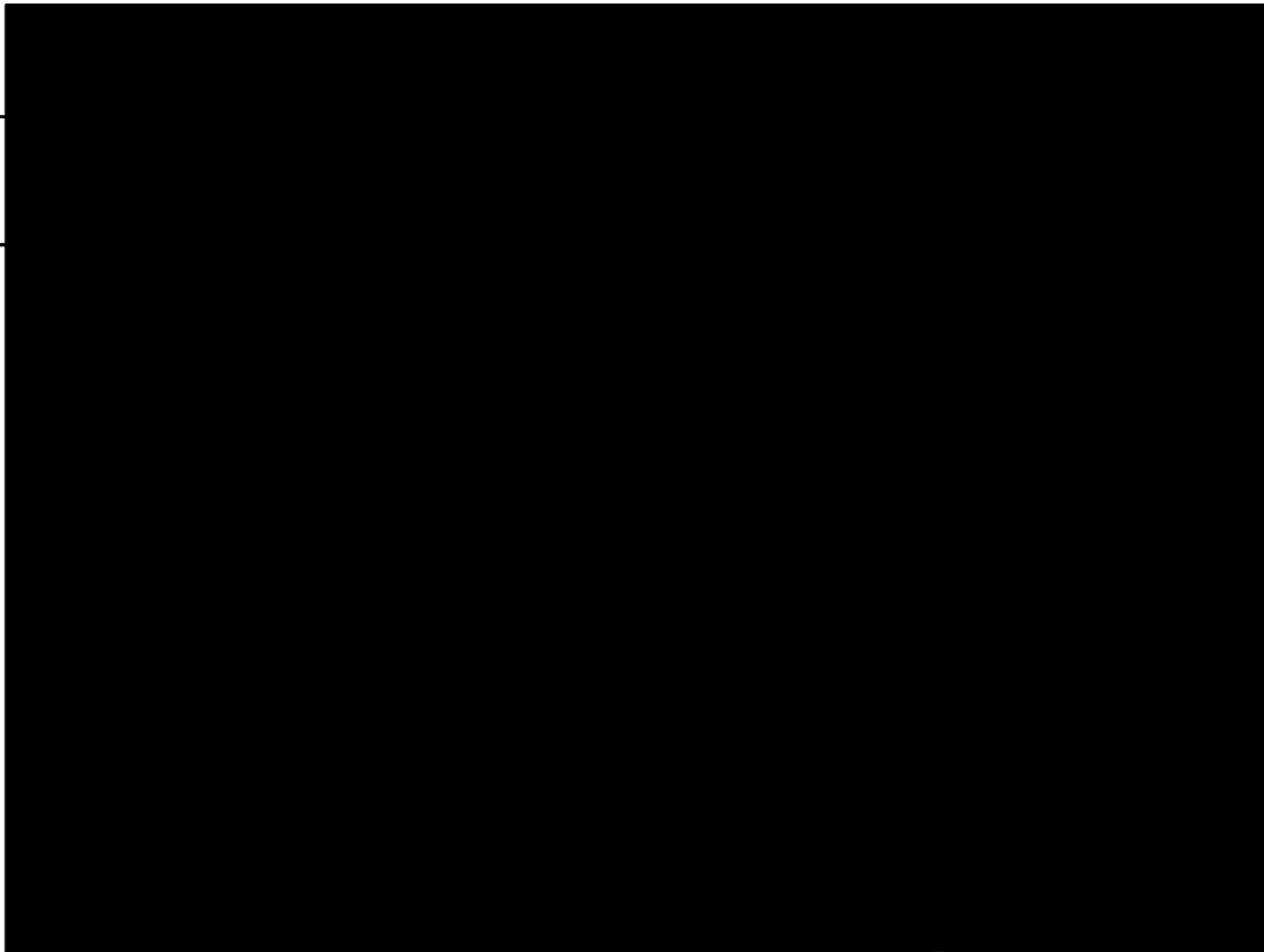
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Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)



241

CLIENT NAME

CLIENT FILE NO.

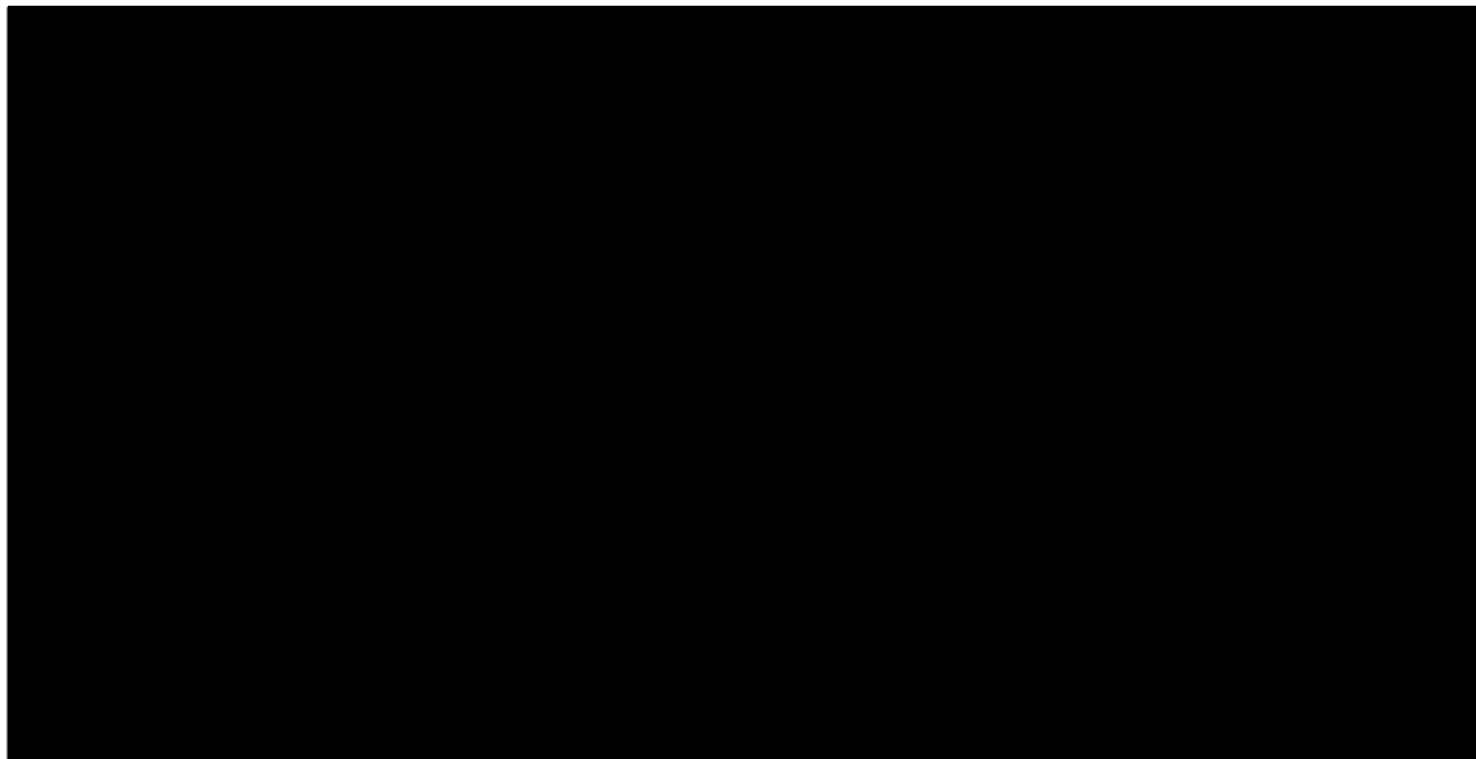
PAGE NO.

DETAILED CONTACT RECORD

(for specific incidents or agreed cases)

Date:

Event:



Reason for Restriction:
(if appropriate)

Review Date:

Signature/Designation _____	Worker	Date _____
_____	Senior/Supervisor	Date _____
_____	Area Manager/ Principal Officer	Date _____

CLIENT NAME

Mrs Dowell

CLIENT FILE NO.

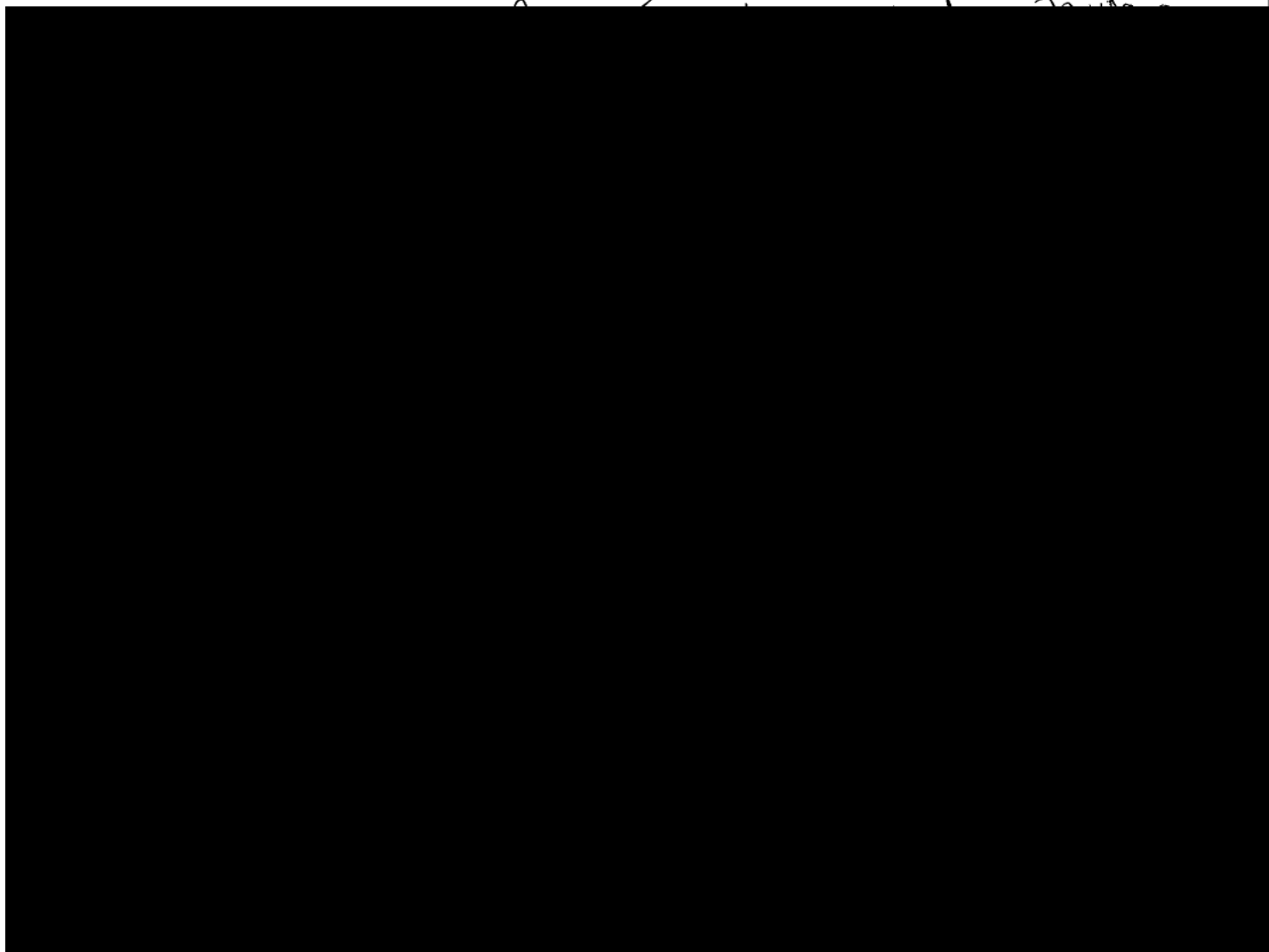
PAGE NO.

DETAILED CONTACT RECORD

(for specific incidents or agreed cases)

Date:

Event:



Reason for Restriction:
(if appropriate)

Review Date:

Signature/Designation

E. Webster

Worker

Senior/Supervisor

Area Manager/
Principal Officer

Date

Date *16.7.92*

Date

CLIENT NAME

CLIENT FILE NO.

PAGE NO.

DETAILED CONTACT RECORD

(for specific incidents or agreed cases)

Date:

Event:

Reason for Restriction:
(if appropriate)
Review Date:

Signature/Designation	Worker	Date
	Senior/Supervisor	Date
	Area Manager/ Principal Officer	Date

CLIENT NAME

Mrs. M. Dowell

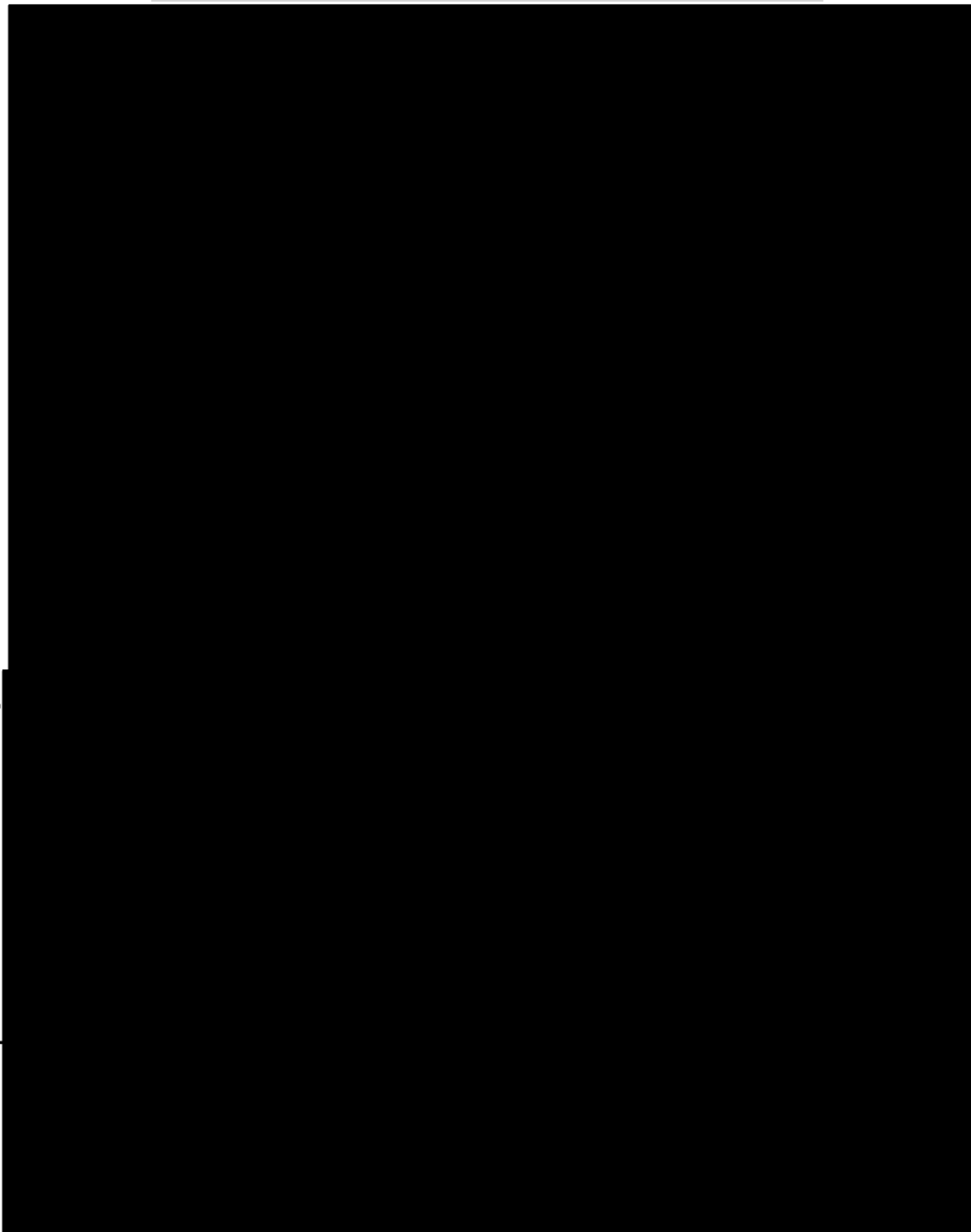
CLIENT FILE NO.

1084433

PAGE NO.

DETAILED CONTACT RECORD

(for specific incidents or agreed cases)



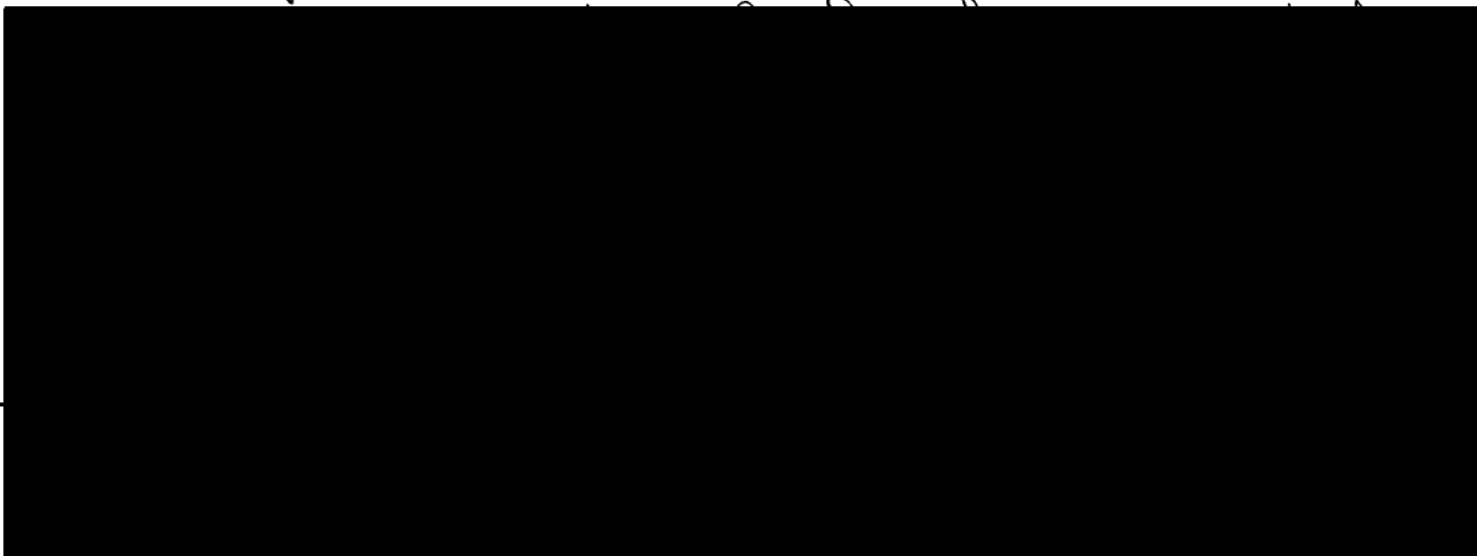
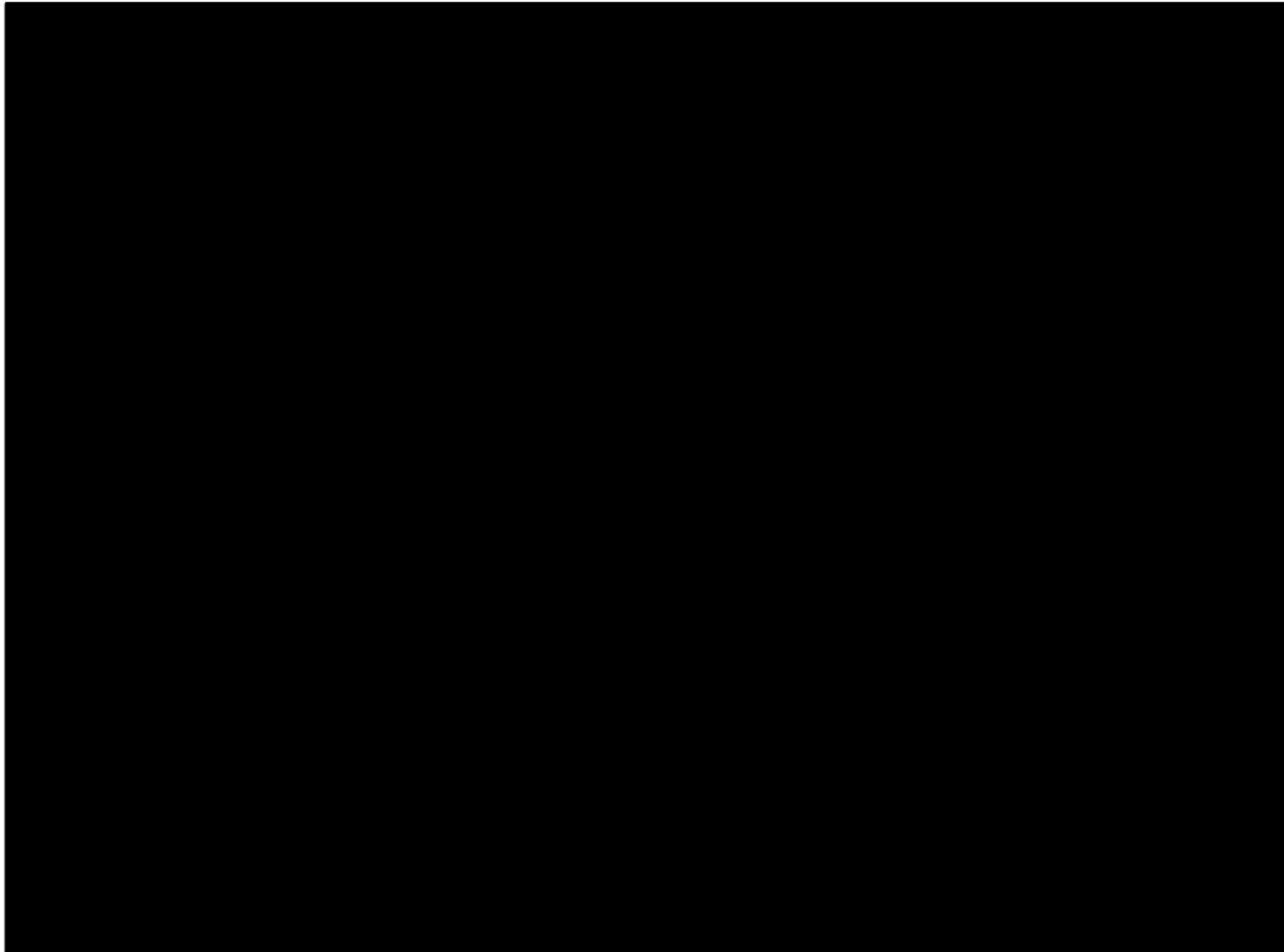
CLIENT NAME

CLIENT FILE NO.

PAGE NO.

DETAILED CONTACT RECORD
(for specific incidents or agreed cases)

Date:



____ Senior/Supervisor Date _____
____ Area Manager/ Date _____
____ Principal Officer _____

Enquiries to: Marie O'Holleran
Ref: MOH/LP
Date: 17th December 1999

Margaret Dowell
18 Evans Street
LARBERT
FK5 4RH

Dear Margaret

Just to remind you to meet me at the Stenhousemuir Office on **Wednesday 22nd December at 12.00pm** for lunch.

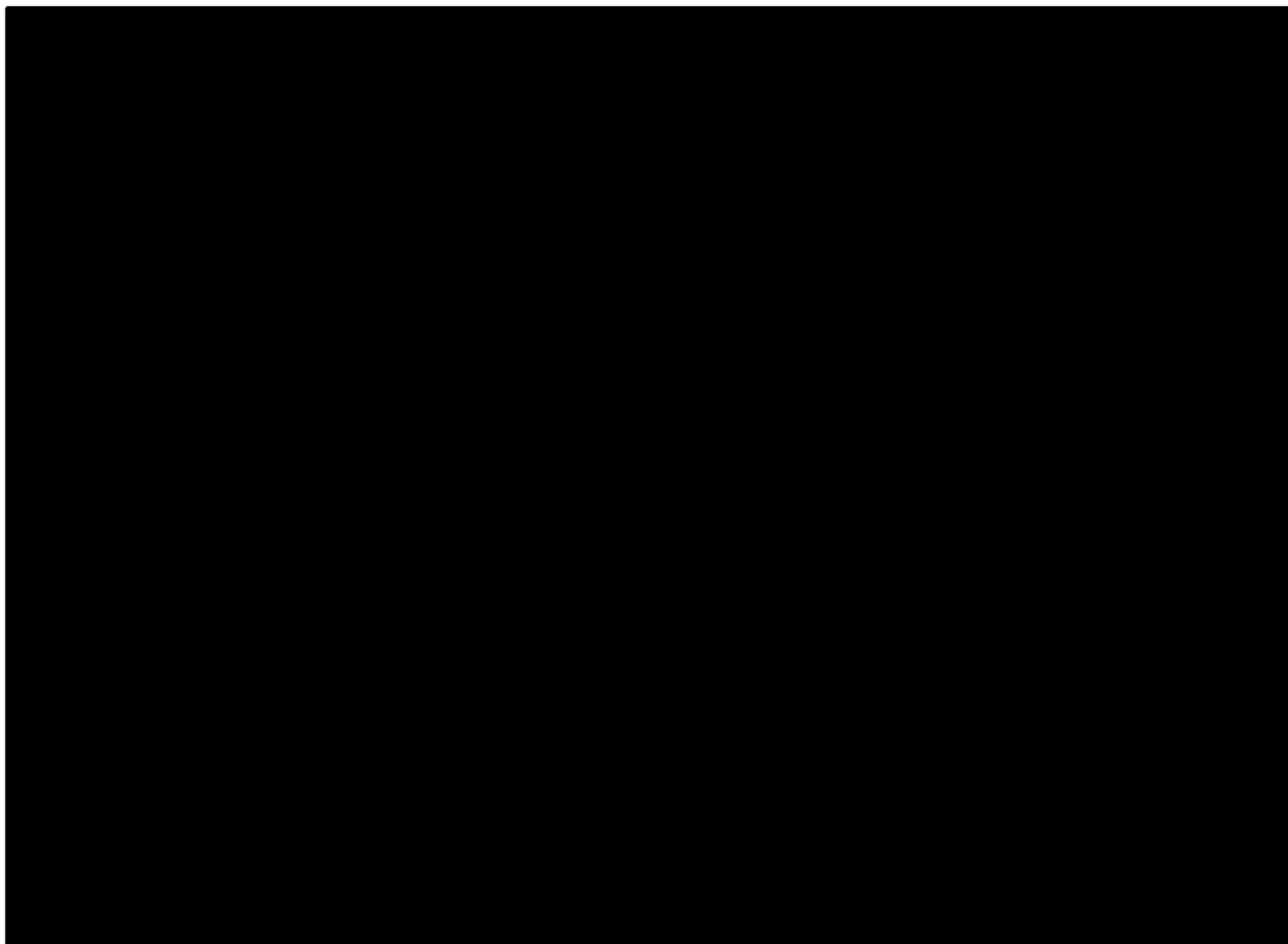
Hope you are fine.

Yours sincerely

Marie O'Holleran

Marie O'Holleran
Social Worker

DETAILED CONTACT RECORD
(for specific incidents or agreed cases)



Reason for Restriction:
(if appropriate)
Review Date:

Signature/Designation : Marie O'Holleran, Social Worker
Marie O'Holleran Worker

Date: 13.12.99

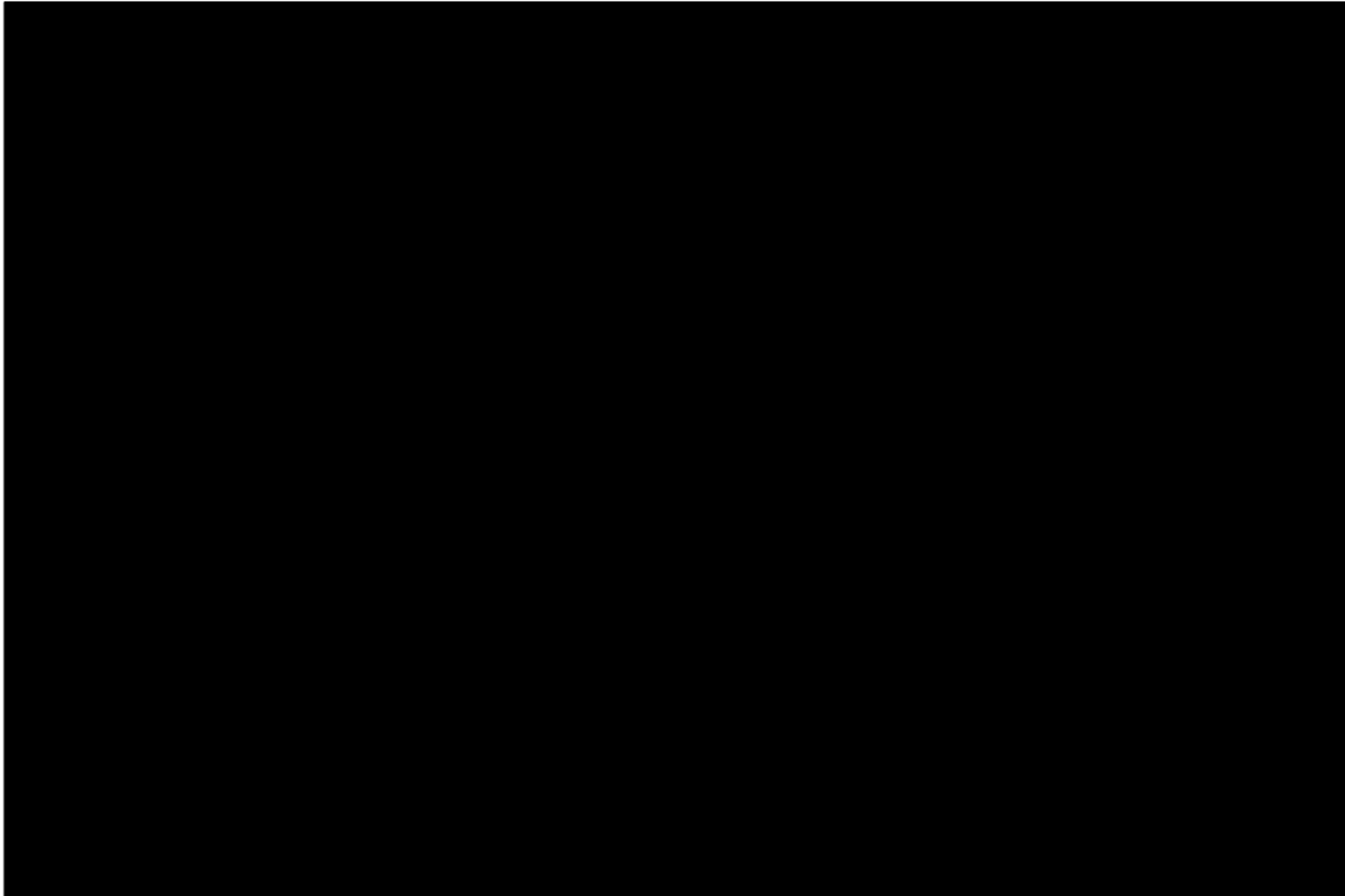
Senior/Supervisor:

Date:

Area Manager/Principal Officer:

Date:

DETAILED CONTACT RECORD
(for specific incidents or agreed cases)

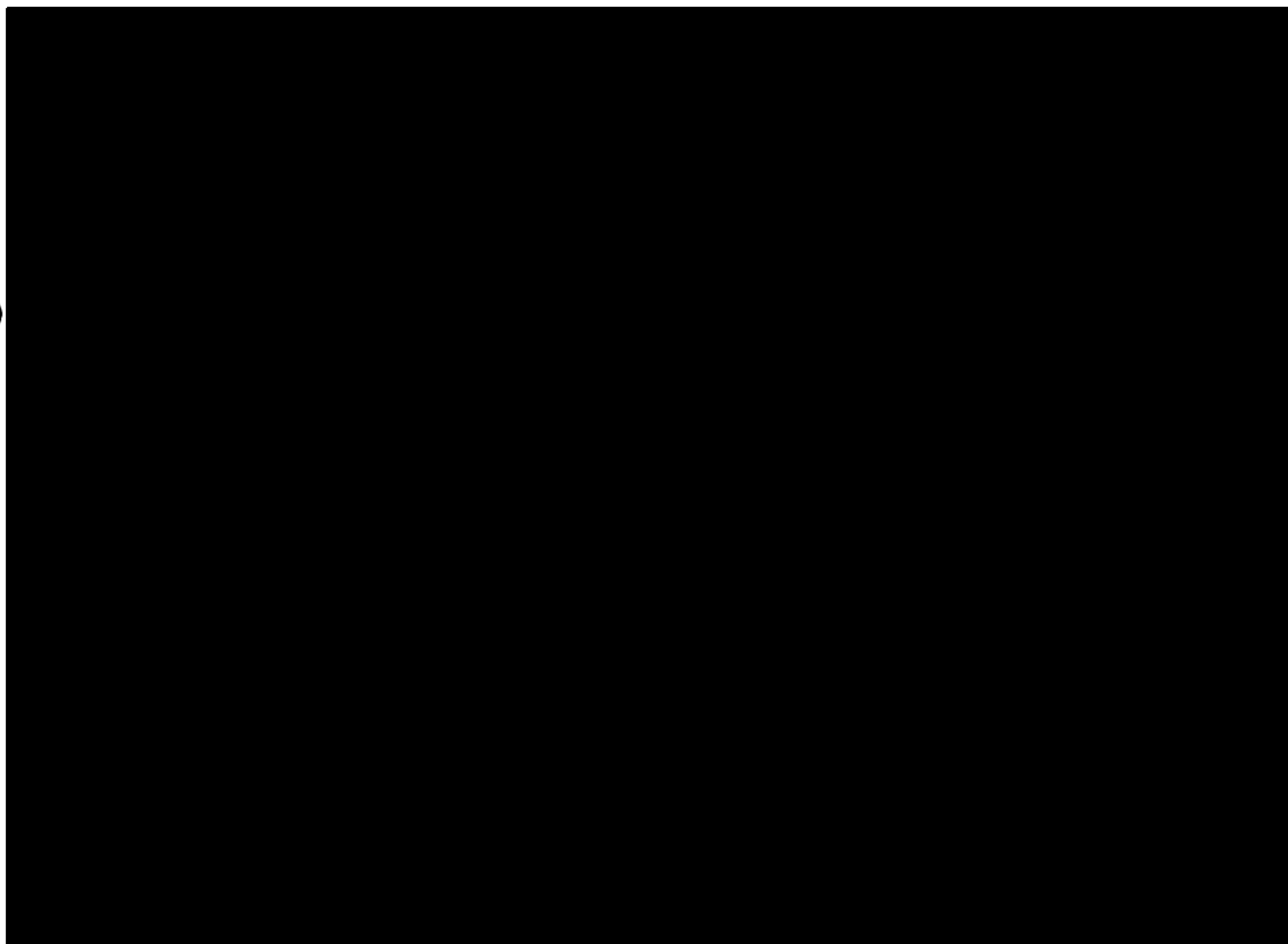


Reason for Restriction:
(if appropriate)
Review Date:

Signature/Designation :	Marie O'Holleran, Social Worker	Worker	Date: 22.11.99
Senior/Supervisor:			Date:
Area Manager/Principal Officer:			Date:

DETAILED CONTACT RECORD
(for specific incidents or agreed cases)

Date: 19.11.99



Reason for Restriction:
(if appropriate)

Review Date:

Marie O'Holleran, Social Worker

19.11.99

Signature/Designation : Worker

Date:

Senior/Supervisor:

Date:

Area Manager/Principal Officer:

Date:

Enquires to: Marie O'Holleran
Ref: MOH/DS
Date: 17th November, 1999

Margaret Dowell
18 Evans Street
LARBERT
FK5 4RH

Dear Margaret,

I am sorry you were not able to meet myself on Wednesday. I am aware there is a lot happening just now. Therefore I feel you would benefit from talking about things.

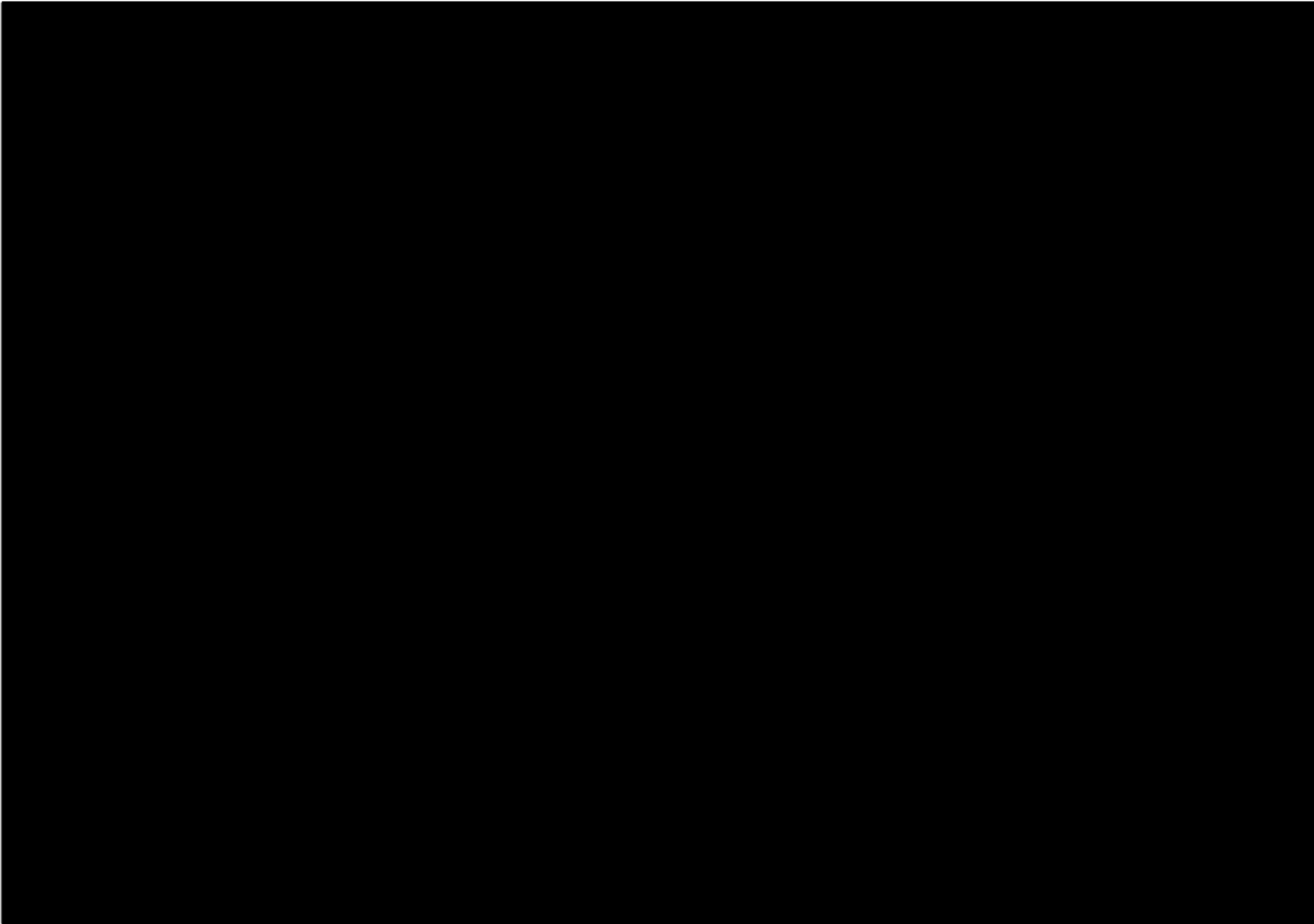
The next meeting is on Friday, 19th November at 9.30 a.m. at the nursery.

I look forward to meeting you.

Yours sincerely

Marie O'Holleran

Marie O'Holleran
Social Worker



R. M. Barclay

Mrs. R. M. Barclay.
Home Care Organiser.

EL05	MEALS WHLS 65+	☐	PH17	PARKINSONS DISEASE	☐	VH01	VISUALLY H/CAP	☐
EL06	OTHER ELDERLY	☐	PH18	ELDERLY CONFUSED	☐	VH02	REG PART SIGHTED	☐
PH01	MULTIPLE SCLEROSIS	☐	HL03	TERMINAL ILLNESS	☐	VH03	REG BLIND	☐
PH02	ARTHRITIC	☐	HL04	ACUTE PHYS ILLNESS	☐	HL07	BEREAVEMENT	☐
PH05	AMPUTEE	☐	HL05	CHRONIC ILLNESS	☐	A202	ADULT ALCOHOL	☐
PH06	CARDIO THORACIC	☐	HL09	DIABETIC	☐	FS10	DOMESTIC VIOLENCE	☐
PH08	WHEELCHAIR USER	☐	MH01	MENTAL H/CAP IN COMM	☐	CH34	CONCERN WELFARE CHILD	☒
PH10	OTHER PHYSICAL H/CAP	☐	HI01	DEAF WITH SPEECH	☐	CH11	CONFINEMENT MOTHER	☐
PH12	RENAL FAILURE	☐	HL12	INCONTINENT	☐	HL13	SHORT TERM ILLNESS	☐
		☐			☐			☐

SOURCE

C001	SELF	☐	ME24	HOSP H/H/O	☐	SW20	OTHER S.W.	☒
C002	PARENT/RELATIVE	☐	GE02	HOUSING DEPT	☐	SW21	HOME HELP (ORGANISER)	☐
C003	FRIEND/NEIGHBOUR	☐	GE04	GAS BOARD	☐	SW22	WELFARE BENEFIT	☐
C004	COUNCILLOR/M.P.	☐	GE05	S.S.E.B.	☐	SW23	OCCUPATIONAL THERAPIST	☐
C005	VOLUNTRY ORGANISATION	☐	GE06	HYDRO BOARD	☐	SW25	S/HOUSING WARDEN	☐
C006	MINISTER/PRIEST	☐	SW01	HEADQUARTERS	☐	SW29	HOME CARE ASSISTANT	☐
ME02	GENERAL PRACTITIONER	☐	SW02	MOBILE EMERGENCY CARE	☐	LE01	POLICE	☐
ME07	HOSP BASED S.W.	☐	SW03	OTHER AREA OFFICE	☐	ME20	HOSP OUTWITH C.R.C.	☐
ME12	HEALTH VISITOR	☐	SW04	EMERGENCY DUTY TEAM	☐	ME21	BANGOUR HOSPITAL	☐
ME13	DISTRICT NURSE	☐	SW19	SENIOR S.W.	☐			☐

METHOD

MT01	PHONE	☒
MT02	VISIT	☒
MT03	LETTER	☐
MT04	NOT KNOWN	☐
MT05	LIAISON MEETING	☐

REVIEW

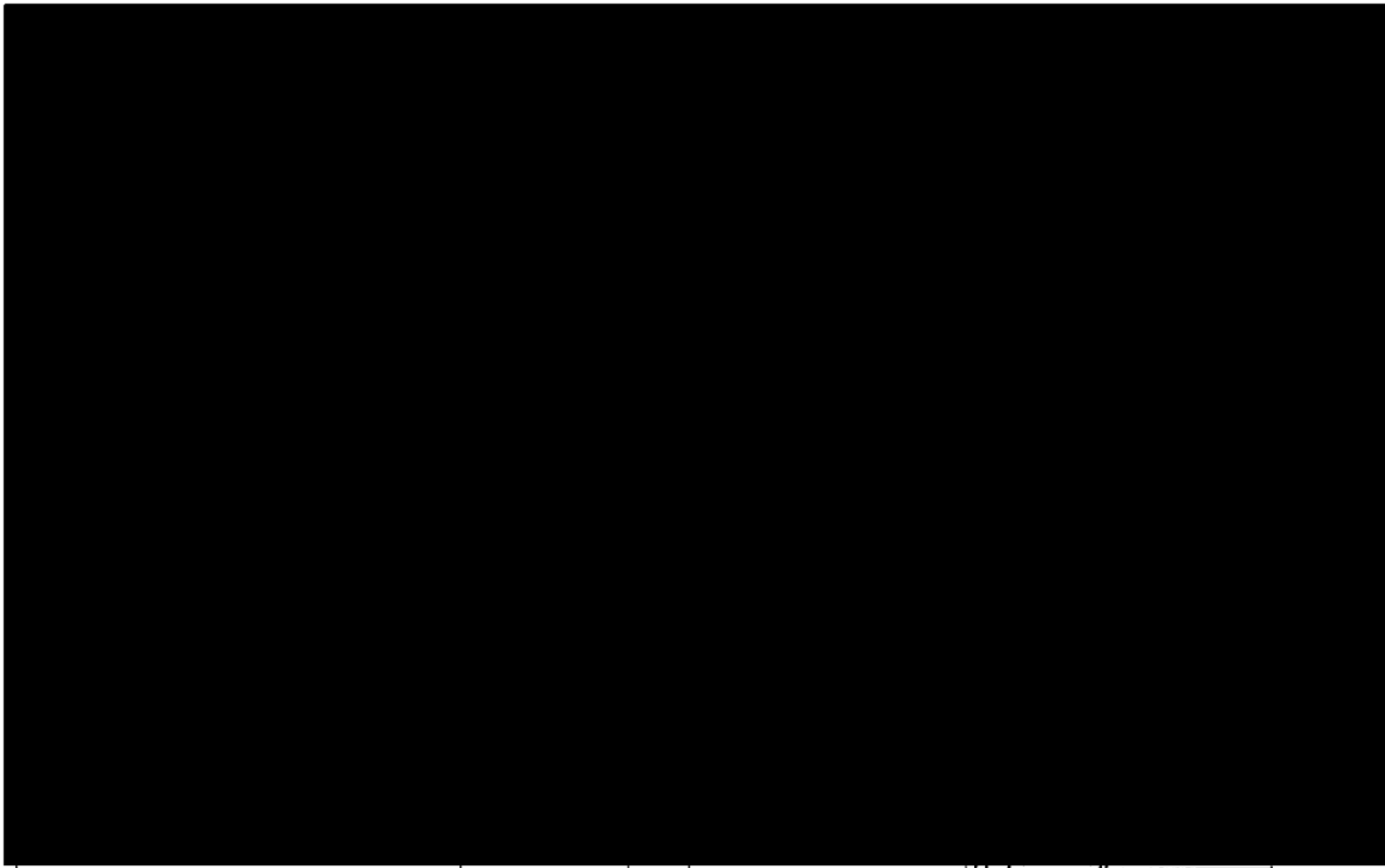
RW09	6 WEEK	DATE: 3/8/92
RW10	6 MONTH	DATE:
RW24	H.H.S/VISORS	DATE:

REPORTS

OA14	FINANCIAL REASSESSMENT	☐
OA15	H.H. SPECIAL VISIT	☐
		☐
		☐
		☐
		☐

SERVICES

DC06	LUNCH CLUB	☒	DO04	MEALS ON WHEELS	☐	DO06	LAUNDRY	☐
DO01	HOME HELP NON PAYING	☒	DO05	MOB.EMER.CARE	☐	DO09	HOME HELP PAYING	☐



Clients Name:		D.o.B.	CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT			
Clients Address:			HOME HELP ASSESSMENT			
Home Help:		Employee No.				
Organiser:		Org. Tel. No.				
Type of House:		Date of Visit				
Private/Council - Apt(s)		19/6/92				
Activity		Time (Mins.)	Frequency			Time Required
			D	W	M	
BATHROOM:	CLEAN WASHHAND BASIN	2.0				
	CLEAN TOILET BOWL	5.0				
	CLEAN BATH	5.0				
	WASH FLOOR	3.0				
KITCHEN:	CLEAN SINK	3.0				
	CLEAN COOKER	31.0				
	CLEAN FRIDGE	24.0				
	EMPTY BUCKETS	3.0				
	SWEEP FLOOR	2.0/3.0/3.0				
	WASH FLOOR	4.0/5.0/6.0				
SITTING ROOM:	DUST FURNITURE	10.0				
	POLISH FURNITURE	20.0				
	VACUUM/CARPET SWEEP	14.0/16.0/20.0				
BEDROOM:	M. BED	6.0				
	CHANGE BED LINEN	4.0				
	DUST FURNITURE	13.0				
	POLISH FURNITURE	26.0				
	VACUUM/CARPET SWEEP	10.0				
SPARE BEDROOM(S):	POLISH FURNITURE	26.0/5.0/78.0				
	VACUUM/CARPET SWEEP	7.0/17.0/27.0				
OTHERS:	WINDOW CLEANING	-				
	WASH DOORSTEP(S)	5.0				
	WASH STAIRWAY/PASSAGEWAY	19.0				
	VACUUM STAIRS AND PASSAGE	11.0				
	SWEEP DOORSTEP(S)	3.0				
	SWEEP STAIRWAY/PASSAGE	12.0				
PERSONAL:	LAUNDRY WITH MACHINE	30.0				
	LAUNDRY WITHOUT MACHINE	45.0				
	IRONING	30.0				
	FETCH MATERIALS FOR LIGHTING FIRE	6.0				
	PREPARE AND LIGHT FIRE	8.0				
	PREPARE MEALS	30.0				
	WASH CLIENTS HANDS AND FACE	10.0				
	WASH CLIENTS HAIR (MALE)	10.0				
	WASH CLIENTS HAIR (FEMALE)	20.0				
	DRESSING/UNDRESSING CLIENT	12.0				
	DISCRETIONARY TIME/SHOPPING	15.0				
TOTAL WEEKLY TIME:						

DATE CODE:

TEL NO:

G.P.:

TEL. NO.:

OCCUPATION

FULL TIME FT ☐
 PART TIME/DISABILITY ID ☐
 NOT KNOWN NN ☐
 RETIRED PT ☐
 UNEMPLOYED RD ☐
 SELF EMPLOYED SE ☐
 UNEMPLOYED UD ☐
 DOES NOT SEEK WORK HN ☒

MARITAL STATUS

WIDOWED WI ☐
 DIVORCED DI ☐
 COHABITING CG ☐
 NOT KNOWN NK ☐
 SEPARATED SE ☐
 SINGLE SI ☐
 MARRIED MA ☒

HEATING

H1 ☐
 H2 ☐
 H3 ☐
 H4 ☐
 H5 ☐
 H6 ☐

SOLID FUEL ☐
 OIL ☐
 GAS ☐
 SSEB ELECTRIC ☐
 HYDRO ELECTRIC ☐
 CALOR GAS ☐

COOKING

C1 ☐
 C2 ☐
 C3 ☐
 C4 ☐
 C5 ☐
 C6 ☐

LIVES ALONE YES ☐ NO ☒

REASON FOR CONTACT

HOME HELP APP ☒
 ELDERLY/INFIRM ☐
 ELDERLY AT RISK ☐
 MEALS W/LS 65+ ☐
 OTHER ELDERLY ☐
 MULTIPLE SCLEROSIS ☐
 ARTHRITIC ☐
 AMPUTEE ☐
 CARDIO THORACIC ☐
 WHEELCHAIR USER ☐
 OTHER PHYSICAL H/CAP ☐
 RENAL FAILURE ☐

PH13 EPILEPSY ☐
 PH14 DEMENTIA ☐
 PH16 STROKE ☐
 PH17 PARKINSONS DISEASE ☐
 PH18 ELDERLY CONFUSED ☐
 HL03 TERMINAL ILLNESS ☐
 HL04 ACUTE PHYS ILLNESS ☐
 HL05 CHRONIC ILLNESS ☐
 HL09 DIABETIC ☐
 MH01 MENTAL H/CAP IN COMM ☐
 HI01 DEAF WITH SPEECH ☐
 HL12 INCONTINENT ☐

HI02 DEAF WITHOUT SPEECH ☐
 HI03 HARD OF HEARING ☐
 VH01 VISUALLY H/CAP ☐
 VH02 REG PART SIGHTED ☐
 VH03 REG BLIND ☐
 HL07 BEREAVEMENT ☐
 A202 ADULT ALCOHOL ☐
 FS10 DOMESTIC VIOLENCE ☐
 CH34 CONCERN WELFARE CHILD ☒
 CH11 CONFINEMENT MOTHER ☐
 HL13 SHORT TERM ILLNESS ☐

SOURCE

SELF ☐
 PARENT/RELATIVE ☐
 FRIEND/NEIGHBOUR ☐
 COUNCILLOR/M.P. ☐
 VOLUNTARY ORGANISATION ☐
 MINISTER/PRIEST ☐
 GENERAL PRACTITIONER ☐
 HOSP BASED S.W. ☐
 HEALTH VISITOR ☐
 DISTRICT NURSE ☐

ME24 HOSP H/H/O ☐
 GE02 HOUSING DEPT ☐
 GE04 GAS BOARD ☐
 GE05 S.S.E.B. ☐
 GE06 HYDRO BOARD ☐
 SW01 HEADQUARTERS ☐
 SW02 MOBILE EMERGENCY CARE ☐
 SW03 OTHER AREA OFFICE ☐
 SW04 EMERGENCY DUTY TEAM ☐
 SW19 SENIOR S.W. ☐

SW20 OTHER S.W. ☒
 SW21 HOME HELP (ORGANISER) ☐
 SW22 WELFARE BENEFIT ☐
 SW23 OCCUPATIONAL THERAPIST ☐
 SW25 S/HOUSING WARDEN ☐
 SW29 HOME CARE ASSISTANT ☐
 LE01 POLICE ☐
 ME20 HOSP OUTWITH C.R.C. ☐
 ME21 BANGOUR HOSPITAL ☐

METHOD

PHONE ☐
 VISIT ☒
 LETTER ☐
 NOT KNOWN ☐
 FOLLOW UP MEETING ☐

REVIEW

RW09 6 WEEK DATE:
 RW10 6 MONTH DATE:
 RW24 H.H.S/VISORS DATE:

REPORTS

OA14 FINANCIAL REASSESSMENT ☐
 OA15 H.H. SPECIAL VISIT ☐
☐
☐
☐

SERVICES

FINCH CLUB ☐
 HOME HELP NON PAYING ☐

DO04 MEALS ON WHEELS ☐
 DO05 MOB.EMER.CARE ☐

DO06 LAUNDRY ☐
 DO09 HOME HELP PAYING ☐

NO P. 4/2/92

NET SALARY/WAGES (AVERAGE OVER 5 WEEKS)	
FAMILY ALLOWANCE	
PENSION AND NATIONAL INSURANCE PAYMENTS	
SUPPLEMENTARY BENEFITS	
INCOME FROM BOARDERS, LETTING ETC.	
OTHER FORMS OF INCOME (DETAIL):	
TOTAL	B

CAPITAL:	
TOTAL	C

ALLOWANCES FOR DEDUCTIONS	
MORTGAGE INTEREST REPAYMENTS	
RENT	
ELECTRICITY GAS	3.00
COMMUNITY CHARGE	
TOTAL	D

A	
B	
C - £2000 ÷ 200	
ASSESSABLE WEEKLY INCOME	

LESS PERSONAL AND DEPENDENT ALLOWANCES	
D	
TOTAL ALLOWANCES	

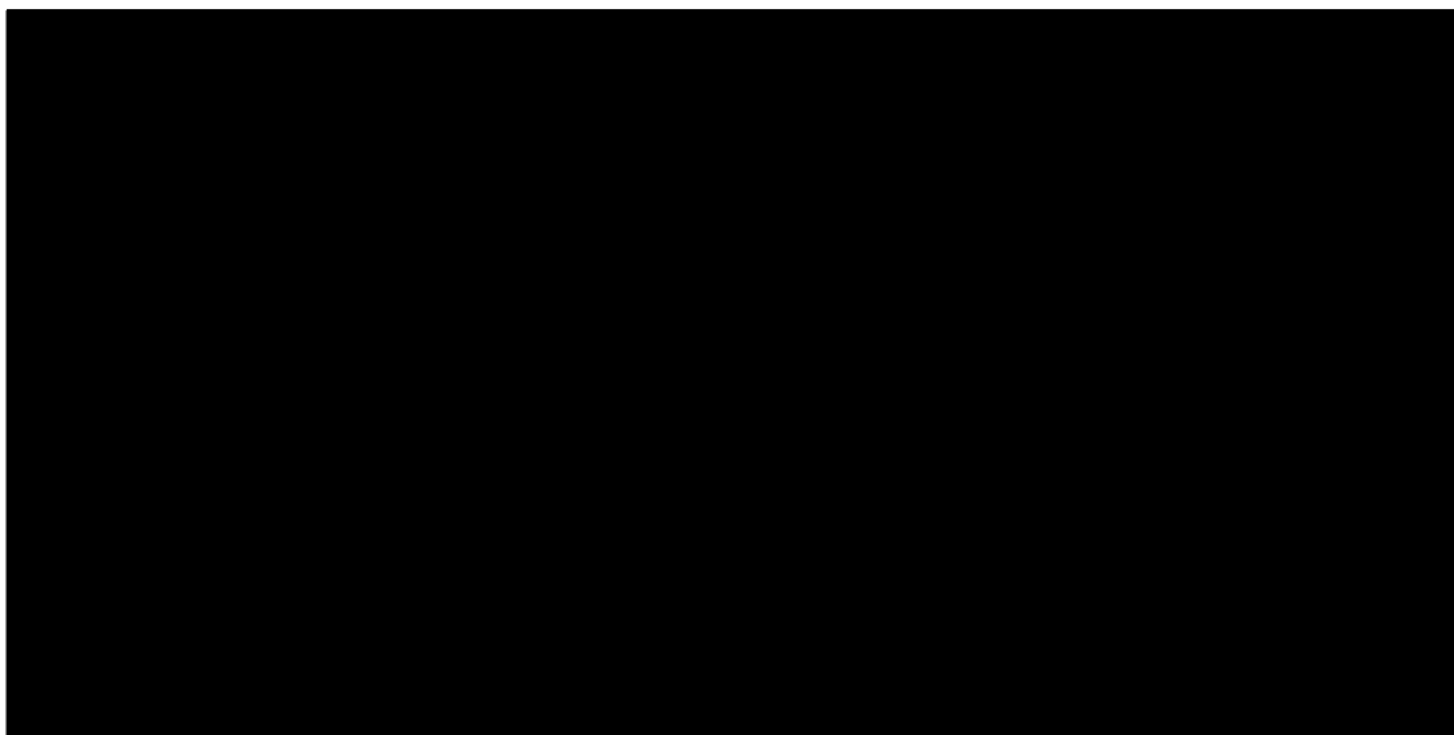
ASSESSABLE LESS ALLOWANCES	E
MAXIMUM WEEKLY CHARGE $E \div 3$	F
WEEKLY COST HRS.	
* STANDARD CHARGE	G
AMOUNT TO BE PAID F OR G WHICHEVER IS LESS	

I CERTIFY THAT THE INFORMATION CONTAINED ON THIS FORM IS CORRECT AND UNDERTAKE TO REPORT ANY CHANGE OF CIRCUMSTANCE IMMEDIATELY TO THE DIRECTOR OF SOCIAL WORK.

DATE _____ SIGNATURE _____

HOME HELP SERVICE GIVEN _____ DAYS _____ HRS.

HOME HELP ALLOCATED _____



Client's Name: MRS M. DOWELL	D.O.B. 30.1.56
Client's Address: 84 ROUGHLANDS CRESC. CLIFMORE	
Home Help:	Employee No.
Organiser:	Org. Tel. No.
Type of House: Private/Council — Apt(s)	Date of Visit 12/92

**CENTRAL REGIONAL COUNCIL
SOCIAL WORK DEPARTMENT
HOME HELP ASSESSMENT**

Activity	Time (Mins.)	Frequency			Time Required
		D	W	M	
BATHROOM: CLEAN WASHHAND BASIN	2.0				
CLEAN TOILET BOWL	5.0				
CLEAN BATH	5.0				
WASH FLOOR	3.0				
KITCHEN: CLEAN SINK	3.0				
CLEAN COOKER	31.0				
CLEAN FRIDGE	24.0				
EMPTY BUCKETS	3.0				
SWEEP FLOOR	2.0/3.0/3.0				
WASH FLOOR	4.0/5.0/6.0				
SITTING ROOM: DUST FURNITURE	10.0				
POLISH FURNITURE	20.0				
VACUUM/CARPET SWEEP	14.0/16.0/20.0				
BEDROOM: MAKE BED	6.0				
CHANGE BED LINEN	14.0				
DUST FURNITURE	13.0				
POLISH FURNITURE	26.0				
VACUUM/CARPET SWEEP	10.0				
SPARE BEDROOM(S): POLISH FURNITURE	26.0/52.0/78.0				
VACUUM/CARPET SWEEP	7.0/17.0/27.0				
OTHERS: WINDOW CLEANING	—				
WASH DOORSTEP(S)	5.0				
WASH STAIRWAY/PASSAGEWAY	19.0				
VACUUM STAIRS AND PASSAGE	11.0				
SWEEP DOORSTEP(S)	3.0				
SWEEP STAIRWAY/PASSAGE	12.0				
PERSONAL: LAUNDRY WITH MACHINE	30.0				
LAUNDRY WITHOUT MACHINE	45.0				
IRONING	30.0				
FETCH MATERIALS FOR LIGHTING FIRE	6.0				
PREPARE AND LIGHT FIRE	8.0				
PREPARE MEALS	30.0				
WASH CLIENTS HANDS AND FACE	10.0				
WASH CLIENTS HAIR (MALE)	10.0				
WASH CLIENTS HAIR (FEMALE)	20.0				
DRESSING/UNDRESSING CLIENT	12.0				
DISCRETIONARY TIME/SHOPPING	15.0				
TOTAL WEEKLY TIME					

Client Name

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
10-7-95	TIC from Jock	Washing machine has broken down Jock could not get in touch with Supplier. Checked file - guarantee valid til 28.7.95 - gave Jock phone no. Later Jock phoned again - was unable to trace supplier - may have gone out of business	hinda phillips DS-W

Signature (Senior/Supervisor)

TRANSFER (SUMMARY)

Date of Referral _____

Date of Last Review _____

DESCRIPTION

1. Reason for Referral/Nature of Problem, etc.

General problems regarding management of children and maintaining their school attendance.
 Dispute with neighbours at present, hope to be rehoused by Housing dept soon.
 Donna is staying at Homeless unit of Langenath at present intends to return home when family re-housed.

2. Summary of Work Done/Aims Achieved

Leave plan arranged for Scott eg respite care Chris Fox Image foster care. Scott starts Education Placement in August, he also attends IT project and home tuition.
 Younger children attend nursery and school but attendance not regular, tried to encourage this

3. Summary of Work not Completed/Aims not Achieved

Family work with Mr + Mrs Dowell did not take place due to the number of problems over the last few months especially regarding neighbourhood disputes

4. Client's present definition of the problem(s)/service(s) required

Family especially parents unable to discuss difficulties with each other, tend to shout, fight and verbally abuse each other.
 Scott is reasonably settled at present, possibly due to support networks.
 Donna intends to return to family home as mentioned in 1. above.
 Donna in court 6/6/95 breach of peace 6 months good behaviour

ASSESSMENT

5. Workers evaluation of current problem(s)/service(s) required

Motivate parents to be consistent with children
 Encourage Scott to attend support networks.
 Discussed contraception methods/safety with Donna.
 Referred in another area outside barrowshire.

6. Options for problem solving/service delivery

As previously defined in earlier plans.

7. Reasons for continuing contact

Advice, support and guidance need for
 regular contact as little or no change
 in situation

ACTIONS AND OBJECTIVES

8. Plans agreed with the client

As defined in previous plans.

9. Note any difference of opinion regarding Information/Problem(s)/Service(s)/Plans

Parents view continually changes
 no continuity or consistency.

10. Suggested Worker Tasks

Regular contact to
 ensure some sort of
 adherence to plans outlined
 for all family earlier
 in reports section of
 file

Suggested Client Tasks

Be motivated and
 adhere to plans.

Date of Review _____

Signed (Worker)

Ann Strong

Date

7/6/95

Client/Representative _____

Date _____

Senior/Supervisor _____

Date _____

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
30/5/95	Continued	as Social Worker does not work on a Thursday	Ann Strong SW
31/5/95	Core group see minutes	Kathleen McBonick will do minutes copy in file Further respite arranged.	Ann Strong SW
1/6/95	Meeting Barbara F.A. and Social Worker	Scott will attend induction week at Assessment Unit mid June and start full-time in August School agreed to	
		Scott seeing Chris 1 day per week during school term.	
1/6/95	Continued	Collected £100 from	
	Mr & Mrs Dowall office visit	Children in need money Margaret not happy with housing situation. friction between her and sister also since Chris had not collected Scott as arranged.	
1/6/95	T/call Chris Fox	Chris's van has broken down asked if I could ask Dowells to take Scott over if needed. I left a note at 8 Hadeside stating this.	Ann Strong SW

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
9/5/95	Office visit arranged	Scott did not attend. Margaret Dawell said he had left home to come here when I contacted her.	Ann Strong S.W.
10/5/95	Home visit with Barbara	Number of difficulties addressed by Barbara mainly upset over housing problems and disputes with neighbours	
		Margaret very upset as this situation is not nearer being resolved regarding neighbours. Margaret's health is suffering due to upsets.	
24/5/95	Home visit	Barbara F.A. making arrangements for holiday and purchase of buggy. Various meetings with housing dept Barbara dealing with this letter to Housing dept copy cancelled due to	Ann Strong S.W. Ann Strong S.W.
		Social worker on leave	
30/5/95	T/call Mary Kidd Educational Assessment Unit	Meeting arranged for Scott and Mr + Mrs Dawell 1 June Barbara will accept any Scott + family	over

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
3/5/95	Cont	Margaret down as she was very tearful.	Ann Strong SW
1/call 5/5/95	Tele/ball Barbara Bennet	Further tuition for Scott he will attend Mon 2-30 - 3-30 Wed 10-15 11-15 Toni arranged for	
		wednesday she continues to pursue repayment of petrol money for Jack transporting Scott to Lyngemouth	Ann Strong SW
5/5/95	Telephone call from Margaret Dowell	Margaret upset because Scott staying out overnight at Paul's or not coming home until very late evening	
3/call		Senia Bruce IT Scott has missed group 3 times. She will visit home I will arrange for office visit with Scott.	Ann Strong SW

Signature (Senior/Supervisor)

SWL161 - 11/89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
18/4/95 T/c	T/call from Dave Houston	Dave said Jack called YCC last week and was abusive to receptionist. Could Jan, ^{Kinsley T} call YCC re: further outreach support.	
26/4/95	Home visit with Barbara.	House very untidy washing machine broken.	Ann Strong S.W.
		clown. I will contact Jan Kinsley re - machine replacement. Barbara will arrange purchase of second hand machine.	Ann Strong S.W.
3/5/95	Home visits with Barbara F.A.	New Washing machine broken clown Barbara has had a number of phone calls re this. Margaret very upset.	
		spent time discussing problems with neighbours. Margaret does not want to go out and feels herself and Donna are under threat from neighbour. Spent time trying to calm.	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
3/3/95	Home visit with Barbara Mc Cormack (Family a/c)	Mr + Mrs Dowell, Scott, Donna, Jamie Ann, ad baby present. Situation reasonably calm after problems at weekend (Friday) E D T report in file and memo	
		re Friday 17/3/95 Scott Asked Mr + Mrs Dowell what they wanted from base b'p on Wednesday. re Scott. 1) Mr + Mrs Dowell stated Full time education ASAP 2) More input from Sabbath.	
		3) Scott not received into care unless situation reaches crisis again. Possibly respite if needed. Both Mr + Mrs Dowell concerned about how Scott and Donna's behaviour affecting younger children.	
		Scott stated 1) That he wanted to stay at home. 2) He would try to adhere to rules + boundaries.	Ann Strong S W
20/3/95	Telephone call Dave Hunter. YCC	Since Scott returned at 9h on Friday with Paul Situation continued to be reasonably stable over weekend Dave saw Scott on Sat a study for 'couple of hours.	Ann Strong S W

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
22 March 95	base Discussion	See detailed minutes in file re Scott.	Ann Strong SW
29/3/95	Home visit	Problems with Scott Jack not happy about Scott seeing Mark Donna staying at Homeless flat in Grangehall	Ann Strong SW
		Problems over Donna with next door neighbours	
12/4/95	Home visit with Barbara	Joint visit with Barbara family aide. House very untidy today Margaret very depressed and finding it difficult to cope. Discussed others in the house helping Jack requested petrol money for taking Scott to home tutor. Will contact Barbara Bennett re previous	Ann Strong SW

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
17-3-95	EDT REFERRAL RE SCOTT DOWELL	SEE FILE	
17-3-95	T/C from Jack Dowell	MR DOWELL SEEKING ASSISTANCE FROM DEPT. STATING HE NO LONGER WANTS ANYTHING TO DO WITH SON SCOTT, HAS "WASHED HIS HANDS OF HIM".	Rees
		MR DOWELL INFORMED ME THAT SCOTT HAD (IN THE COMPANY OF OTHERS) THREATENED 2 BOYS, SEPERATELY, WITH A KNIFE. ALSO THAT HE HAD ABSCONDED FROM HOME AT 10.30PM LAST NIGHT & HAD TO BE RETURNED BY POLICE AS A MISSING PERSON.	Rees
		I ADVISED MR DOWELL THAT I WOULD CONTACT YCC & ATTEMPT TO SEEK SUPPORT FOR SCOTT & PARENTS FROM OUTREACH WORKER DAVE HUSTON.	Rees
17-3-95	T/C to YCC	DAVE HUSTON NOT AVAILABLE UNTIL	
		(12) 3PM. TED FENWICK ADVISED THAT MR DOWELL HAD TELEPHONED YCC LAST NIGHT & WAS ADVISED TO CONTACT EDT. I INFORMED YCC STAFF THAT I WOULD CALL LATER TO SPEAK TO DAVE HUSTON.	
17-3-95	T/C To Dowells	SPOKE TO MR DOWELL & ADVISED	Rees
		THAT I HAD CONTACTED YCC & WOULD GET DAVE HUSTON TO CONTACT FAMILY WHEN HE BEGAN HIS SHIFT AT 3PM. MR DOWELL ACCEPTED THIS.	Rees.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
14/3/95	Continued	to attend Sturhousem Social Work office for base by 2 PM 22/3/95	Ann Strong S W
15/3/95	Telephone call from Mr Dowell 10 am	Dona is to appear in court today. He will take her. Mr Dowell does not want Dona to return home.	
		next week. Apparently she has to leave her shared tenancy in Graham Road. Suggested Barbara F.A. and sister visit at	
15/3/95	Telephone call from Mrs Dowell 12 am	12 am today. He agreed Mrs Dowell is going to Louis to visit her family so	Ann Strong S W Ann Strong
		cancelled visit	S W

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
14/3/95	EDT report copy in file Telephone call to Mrs Dowell	EDT report re Scott copy in file. Arranged home visit with Barbara re above.	
	Home visit Barbara FA Am Sw. Dowell family	Situation with Scott and Mr Dowell <u>very</u> <u>bad</u> . Scott very aggressive to Dad. Jock threatening to	
		use violence towards Scott. Scott ran out of house. Scott again asked to be taken into care. Suggested possibility of	
		Teenage Foster care respite Both social worker + family aid suggested base conference next week Mr + Mrs Dowell agree situation with Scott	
		out of control. Spoke Gary Hall (team manager) Penny re above. He will chair if Jan Kinsley still off. Contacted support network	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
1/3/95	Home visit with Barbara Family Aide	complaints from Mr Dowell re Scott not having enough to do and not sticking to plans arranged. Reminded family of case conference on 6/3/95.	
11/3/95	Office visit Scott Dowell	Scott attended we discussed his difficulties with relationships with Dad and Mum. Scott did Eco - Math copy in file.	
6/3/95	base conference re Scott	Scott doesn't agree with boundaries and sanctions imposed re time-keeping. copy of minutes in file	Ann Strang SW
8/3/95	Home visit with Barbara	Still problems with Scott not adhering to times etc. Mr Dowell and Scott not agreeing on anything	
10/3/95	Telephone call from Mr Dowell	situation between them continues to be volatile Scott not coming home till late. Jack Dowell (Dad) threatening to use violence towards Scott.	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
10/3/95	Continued	Asked Scott to attend office to discuss problems. Scott very withdrawn and sullen. Blames Jack for problems at home.	
		Dave Houston will take Scott out this afternoon. Mrs. Dowell concerned about Donna, thinks she is pregnant, no positive test done yet, advised this very soon.	Ann Strong S.W.
13/3/95	Report missing from EDT	Copy in file. Donna in ill over weekend. Mrs. Dowell very upset.	
13/3/95	Home visit S.W. and Barbara (Family Aid)	Situation at home very volatile between Mr. Dowell and Scott re Scott's timekeeping. Jack Dowell is threatening violence towards Scott.	
		Scott also very aggressive towards his Dad. Scott stating he wants taken into care. Mrs. Dowell says <u>no</u> .	Ann Strong S.W.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
22/2/95	Telephone call from Donna at Falkirk Social Work office	Stated she had no money asked where £15.00 from Mum had gone. Stated she owed money to others. Arranged with Falkirk office to give	
22/2/95	Telephone call to Robert	Donna £5.00 food voucher. (Receipt in file) Telephone call requesting homework for Scott Mr Robertson stated	
	High Lex Robertson	he would ask teachers but it will be low down their lists of priority due to Scott's attitude to school when he was there	Ann Strong S.W.
27/2/95	Home visit with Barbara McErmack (F Aid)	Telephone call from Dave Houston could not attend due to crisis at YCC Mr + Mrs Dowell unhappy about Dave not attending	
		They feel not enough support from Dave as promised at bare group meeting of 23/1/95.	Ann Strong S.W.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
21/2/95	Telephone call Mrs Dowell + Mr Dowell	Margaret telephone to say Donna had removed items from her room Stereo, Speakers etc. Donna and George	
		Have a flat somewhere no information as to where flat is. Donna is due to visit the office today and I will discuss the previous.	
		Margaret is very upset and tired Barbara F A and myself will pursue issue of home	Ann Strong SW
21/2/95	Office visit Donna	Self again tomorrow Donna visited the office today stating she is in shared accommodation in Graham's Rd Falkirk	
		her boyfriend George is also in this accommodation. Donna given advice re benefits etc. Also discussed birth control and protection! Also stated she had no money Mum gave her £15.00	Ann Strong SW

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
20/2/93	Discussion with Sheila	being in the house so often John stated that Scott realises Social Work contact is less available at weekends	
●		this is why he acts inappropriately. A number of issues and disruptions over the weekend which need to be resolved	Ann Strong Social Work
●			

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
20/2/95	Home visit with Dave Houston YCC Mr + Mrs Powell c-a Scott	Discussed various problems which occurred over the week-end. Originally Mr + Mrs Powell were to attend office regarding outreach work/group with Dave and Scott. It is hoped that Scott may start a group tomorrow with Dave. Dave will contact family tomorrow.	
		We also discussed prospect of discussion with Social Worker/ Family Aid / Outreach worker (Dave) Mr + Mrs Powell, Scott and Donna. Mr Powell would	
		not agree to Donna being there. He feels that she influenced Scott's absconding behaviour at the weekend. Donna, Scott and Louise Tracy were	
		all at Panmar Guest House B+B at weekend. Donna's boyfriend stays there. The police returned Scott home at 5 a.m. See copy of EDT report in file	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

_____ Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
15/2/95	Home visit with Barbara M'Gormack Family Aide	Margaret looking very tired she said she had not re-ordered her medication 'Librium' and she had none left. Jack was out but Scott and Donna were at home both had tidied their rooms. House untidy, Margaret trying to fold washing. Issues about Donna's	
		money Margaret said no when Donna asked, then she gave her money back of consistency pattern continues. Margaret asked others to leave room then she informed the writer that	
		4 of her 'Librium' drugs taken from her handbag. She stated that she felt it was Donna who had taken them and it was the company she was keeping in the	
		Handlers hint that were influencing her. She asked the writer <u>not</u> to speak to Donna about this matter. I intend to see Donna on a weekly basis over	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
		in the office to discuss her concerns and try and make some forward plans. Arrange joint office visit with Dave Houston for 20/2/95 to discuss	
		possibility of outreach work with Scott Mr + Mrs Dowell will attend this meeting. Margaret showed Barbara (FA) Ann Strong (SW) small capsule she found	Ann Strong SW
20/2/95	Home visit with Dave Houston	on floor, no name or stamp on it. Margaret threw it in fire. Office visit cancelled. Margaret and Jack had bad weekend. Scott returned	
		home by police 5am on Saturday morning. He was with Donna at Danmore Guest House. A lot of Jack blaming Donna for Scott's actions. Jack's states Jean Margaret's helping a nuisance	
20/2/95	Discussion with Sheila Woodburn SW re 17/2/95	EOD T reports in file re above. Margaret phoned office stating she was leaving Jack. Apparently Jack unhappy about Jean	continued

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
10/2/95	Letter in file from Barbara Bennett Psychologist	Letter in file re-proposed arrangements for Scott in light of his withdrawal from highest High School	
	to Mrs Rae Head of School Development.		Ann Strong SW
13/2/95	Office visit with Donna	Donna visited the office to discuss her housing situation Jack had told her to leave immediately I telephoned the	
		YWCA regarding Donna place on the list she is 7/8 I telephoned Margaret Powell who said Donna could stay until she had	
		her own tenancy Donna agreed to see me regularly to discuss her problems etc	Ann Strong SW

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
7/2/95	Home visit with Sherron Woodburn SW	Base transferred to me today introductory visit. The family were all at home except Donna. She	
		stays only a couple of nights at home usually Monday + Tuesday. Rest of the weeks she is staying at Homeless Person's accommodation	
		Spoke to Dave Hanks he has arranged to involve Scott in group soon and will contact family with arrangements.	Ann Gray SW
10/2/95	Home visit with Tony Haller IF Project	Joint visit with Tony he was confirming arrangements for Scott to attend group starting 14/2/95. Joe signed	
		appropriate forms. I said that I would call next week and hoped to meet Donna.	Ann Gray SW

Signature (Senior/Supervisor)

TRANSFER (SUMMARY)

Date of Referral _____

Date of Last Review _____

Increased difficulties more specifically focus on "appropriate" discipline of Scott & Donna - older children

2. Summary of Work Done/Aims Achieved

Investigation carried out re "sexualised" play with other children. Dawells very uptight about this - advised to keep younger children within their "view".
General supports - ongoing. Housing Department - restated home.
Joint family work - either IT worker or outreach worker.
Liaison with H. Visitor: Mrs. McBride - St. Mair clinic
Referral for home tuition - B. Bennet Educ. / Psy.
On-going support - S.W.A. B. McCormick - St. Mair office

3. Summary of Work not Completed/Aims not Achieved

Aim is to get Mrs. Dawells agreement to have support from Home Help. Mr. Dawell not motivated to have this - saying they will "talk about her".
Little advancement re establishing or maintaining routine procedures in respect of "housework / laundry" etc.
House frequently "in a muddle and extremely untidy"

4. Client's present definition of the problem(s)/service(s) required

Clients - mother / father - seem unable to discuss difficulties with children - tend to fight, shout, squeal and verbally abuse each other.

Donna daughter recently applied in her own right to housing Dept for tenancy / H.P. Accommodation

ASSESSMENT

5. Workers evaluation of current problem(s)/service(s) required

To motivate parents to be consistent re "house rules and routines - in relation to practical & child care issues

6. Options for problem solving/service delivery

As defined in plan :

7. Reasons for continuing contact

On-going contact for many years - underlines need for maintaining contact - considering there is little improvement in the situation

ACTIONS AND OBJECTIVES

8. Plans agreed with the client

As defined in plan

9. Note any difference of opinion regarding Information/Problem(s)/Service(s)/Plans

Parents view / perspective continually alters.

10. Suggested Worker Tasks

As outlined plan - see report section in file.

Suggested Client Tasks

To show motivation to adhere to set plans. Parents don't define any difficulties focusing on Garrie Ann, but opinion is she will be affected by parents adopted life style

Date of Review

Signed (Worker) Shirley Woodburn

Date 6/2/95

Client/Representative

Date

Senior/Supervisor

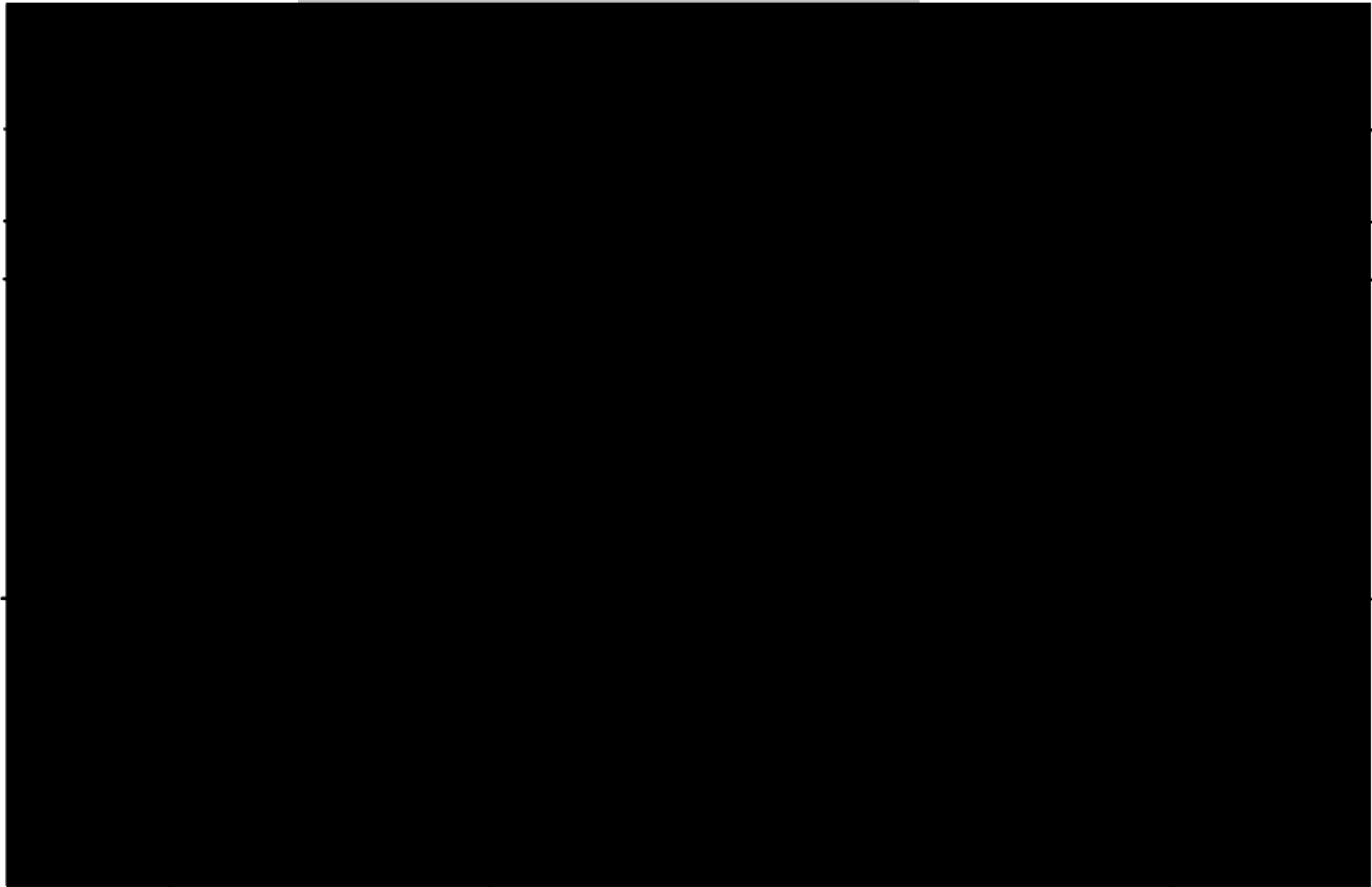
Date

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
11/2/95	Home Visit	Issue address - being abusive on phone to S.W. staff. Scott not at home - away a message. Mgt. very fearful about Donna. applying for H.P. accommodation. Discussed general untidiness in house and poss. application	SW/SW
11/2/95.	P/call to Ycc. Dave Houston	for holiday funding. Explained case to be transferred & arranged visit accordingly. Not in. message left. Phoned back - updated.	"
2/2/95	Home Visit Mr & Mrs Dawell Garnie Ann, Barry David.	Scott not in - out a message for Mr. Dawell. Explained case being transferred & arranged to meet with A. Strong. SW. complaining about Donna - Mrs Dawell weepy. Had found a small "green pill" - don't know what or who's it is. Jack blamed Donna.	"
3/2/95	P/call from D. Houston Ycc.	Discussed progress and transfer of case. Agreed Anne will contact Dave after introductions. Consideration being given to forwarding Scott's name re referral to "outreach group" work being set up. Dawells have contacted	"
4/2/95	Home Visit	Dave - regularly - he has also visited twice. Dawells informed Dave that Scott had gone to Lakeland H School with a Mark Kirkwood. It was agreed at meeting he wouldn't approach school to introduce A. Strong to Dawells - Case transferred: 7/2/95	"

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
27/1/95	P/call from D. Houston L/worker V.C.C.	To discuss contact with Scott - Will contact Dawells to make arrangements to meet with Scott. Updated.	SW/SW
30/1/95	H Visit Dawells.	Donna went to stay with a friend in H.P. in hanglees on Thurs. 26/1/95. Has returned to house for clothes. D. Houston outreach worker has visited twice, to speak to family and Scott. Baby David has eczema - H. Visitor	BMC/SWA. SW/SW
		visited last week. Mgt. didn't bother asking about John's enuresis (thinks this will be better now Donna's left the house). General calm in the house. Interested in holiday.	
31/1/95	Letter from IT. T. Hayler	see correspondence section Group IT. Starts 01/2/95	SW/S.W
1/2/95	P/call from Mo. Dawell	Returned call but no answer	SW/SW



_____ Signature (Senior/Supervisor)

Client Name

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

Donna Gwinn

Client File No.

Page No.

CONTACT RECORD

[illegible]

Signature (Officer/Supervisor)

Client Name

Donna Dawell

Client File No.

Page No.

CONTACT RECORD

Date

Type/With Whom

Content/Summary/Assessment/Action

Worker/
Designation

1-2-95

Duty Visit. 4:25pm

Signature (Senior Supervisor)

SWI 161 -- 11-89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
04/1/95	Mrs Mrs Dowell to office	food voucher issued	SW/SW
26/1/95	Application to IT.	for Scott	
27/1/95	letter from IT.	See correspondence section - place offered.	"
27/1/95	P/call from Mrs Mrs. Dowell	Saying This is an emergency. Donna can't make up her mind if she wants to live at home or not	
		Advised to talk to Donna & have her contact office	
1/2/95	see case notes on Donna -		

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
19/12/94.	Review Meet	see mins report section	SW/SW
20/12/94.	Phone calls X5 from MR & Mrs Dawell.	Informing Scott doing O.K. Have another 3pc. suite. Jack sounded "Topsy",	SW/SW
22/12/94.	Letter to Mr & Mrs Dawell A/Leave 23rd Dec - 4/1/95.	see correspondence section	SW/SW,
3/1/95	EDT Alert 16/1/95 to 23/1/95 SW/TIL.	see report section	
15/1/95	EDT Alert	see report section	
17/1/95	EDT Alert	see report section	
28/1/95	EDT Alert	see report section	
23/1/95	Case Discussion care gr/ meet	see report section	
24/1/95	Meet at L.H. School S. Woodburn M. Morrison B. Bennett	Scott insolent & abusive to Teachers. After much discussion agreed B. Bennett educ. psy will refer for home based tuition. Then poss future place at leavers prog at Educ Ass Unit in Polmont / Summer / Autumn	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
21/11/94	EDT Alert	see report section	SW/SW
●	update Summary <u>Nov</u>	usual problems surfacing parents see focus of difficulties alternately as a) Donna b) Scott. Very disorganized, don't manage money well, no routine or consistent discipline	SW/SW
21/12/94	EDT Alert	see report section	"
21/12/94	EDT Alert	see report section	
●	Home visit	Scott RIC. Dealt with f/akers Haley, Blaxinda Ave. Barmston. following incident in home where knife was drawn - not established who had knife, was anyone threatened to do tension and	
3/12/94	meeting at office.	Confusion in the home at the time Scott discharged home; see report sect.	SW/SW
14/12/94	Plain -	Home Access - see report section	SW/SW

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
	SW - A/L and T.I.L. 19/9/94 to 3/10/94.		SW/SW.
5/10/94 21/10/94 31/10/94	P/call from Mrs. Dawell P/call from Mr. Dawell EDT. Alert.	To inform Scott is at school. Sounded a bit uptight - saying no problems. Emergency? Mrs. Dawell has gone into labour! see report section	"
31/10/94.	P/call from Mrs. Dawell	- David Dawell born H/Vistor hasn't visited. John visiting the bed. Mid-wife calling to-day. Donna sacked from work - intends to go back and ask why. G. Reid Donna's boyfriend apparently hit her.	
"	Home visit	Usual difficulties - lack of appropriate control - house rules constantly changing	
3/11/94 21/11/94	P/call from School L.H. P/call from Mrs. Dawell	Scott has been put on stage 2 exclusion. cant get to office; no money.	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
	SW A/L < TIL 19/9/94 3/10/94		
21/9/94	Letter to CSO	See correspondence sect.	B McC. SWA:
21/9/94	Letter to I.K. ATM.	See correspondence sect.	"
21/10/94	EDT Alert	See report section	SW/SW
24/10/94	Home Visit	Scott's lips badly scarred. ? is he glue sniffing. Parents found empty buckfast bottles in his room. New baby born Sun 23/10/94. David Dawell. Everybody bright & happy today. Carrie Ann still has cough - previous week was in hospital with croup (also mum).	

Signature (Senior/Supervisor)

SWC 87 - 11 89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
12/8/94	message left with Duty Worker from L. Nelson EDT.	Dowell's phoned EDT last night, re Donna not being home by 12 o'clock.	SW/SW.
12/8/94	EDT Alert	see report section	SW/SW.
	SW A/C 15/29th August.		
7/9/94	Home Visit	General overview of situation. House very untidy - complaining about Scott & Jenna's misbehavior. Not heeding advice forwarded, re sticking to rules and being consistent.	B.McC. SWA. SW/SW. + Student
13/9/94 18/9/94	EDT Report "	see report section "	SW/SW

Signature (Senior/Supervisor)

Client Name Dowell .

Client File No.

Page No.

CONTACT RECORD

Date

Type/With Whom

Content/Summary/Assessment/Action

Worker/
Designation

21/7

"

26/7/

2/8/94

12/8/94

Client

Date

27/6/94

30/6/94

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
30/5/94	P/call from MR. Dawell & Mrs. Dawell	Both quite abusive - saying I had to go to school to sign form to ensure Scott's good behaviour. Explained they as parents need to take on this responsibility. Again saying he'll report me. Stated he is within his rights to do so.	Sheila Woodburn
5/94.	P/call from T. Clark Quality Ass Unit.	Re Mr. Dawell's contact with unit. complaints to T. Clark, however, different. 1) Saying he was promised money for decorating. 2) School not letting him know what's happening re Scott. Tony to write to MR. Dawell. Agreed 3	"
1/6/94	P/call Larkbet H. School. Gd. Teacher MR. Donaldson	contact school. Not available. Request left for return call.	"
8/6/94	Meeting T.M. - 1K & 200 members of Housing Dept.	See F/aide c/notes	"
14/6/94	P/call from MR. Dawell.	Asking about money for decorating.	"

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
18/5/94	Home Visit.	Mr & Mrs Dawell going to F.R.I. to-day. Concern about expected baby. Tests being done. Discussed same both very sure no matter what result of tests, they want the baby, as they're very opposed to idea of abortion. Still worried about numerous visits from	Sheela Woodburn
		housing Dept., who threaten auction. Donna & Scott - no complaints - are coming home on time. Donna has interview; working with elderly.	
18/5/94	Letter from B'yo's. IT.	See correspondence section (Donna's file).	"
22/5/94	P/call from Mr. Dawell	Asking about money for decorating. Informed no promise made but memo sent. My get some of money back.	"
26/5/94	Cop memo	Re money for decorating; see Admin/Finance section	B. McCormack. F. Aide
27/5/94	P/call from Mr. Dawell	Scott excluded from school. not complying with school rules. Mr Dawell furious at "Hiller" style school rules. Wanted SW. to sign readmittance slip to ensure Scott's good behaviour - as he wasn't going to do it. Requested no. of Quality Ass. Unit - given same.	L. Phillipsen Duty S. Worker

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
12/4/94.	P/call from MR. Dawell.	Saying Things are going well. Asking for 3 piece suite to be delivered. Explained above will be arranged by f/aide, who I will introduce to family.	Sheila Woodburn
15/4/94.	P/call to Housing Dept.	To inform support to be offered to family by way of family aid. Housing Dept staff state Dawells would have been evicted due to state of the house - if there weren't so many children in the family.	"
5/4/94.	Home visit.	Introduced f/aide B. McCormack to family. Agreed to follow plan as previously outlined - ie tidying and cleaning up house.	"
12/4/94	EDT Report	see report section.	
18/4/94.	Phone call from Mrs. & Mr Dawell.	Arguing, shouting and screaming on the phone. Mr. Dawell saying he'll assault Donna, as she just pleases herself. Suggested Donna meet me at office to-day. Informed she's helping prepare for her brother's birthday. Another appointment offered for next week.	"
25/4/94	Copy arrangements f/aide visit	see report section	B. McCormack F.A.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
21/3/94	P/call from Granada TV. Rentas Go.	Received letter from family aide. Will write to Dawells requesting £5.00 monthly payment. If this is not paid TV. will be reclaimed.	Sheela Woodson
"	Receipt for Cash for Kids money.	See file - Margaret Dawell	"
24/3/94	Home visit	Both boys in the house. Mrs Dawell unperturbed about them not being at school. Mr. Dawell really annoyed when his wife didn't support him, when he tried to get the boys to go to school. House really untidy. Asked if we could find a three piece suite for them and a double bed/mattress.	"
"		Donna went for interview at Falkirk Technical College. Can apply for bursary in August.	"
25/3/94	P/call from MR. & Mrs. Dawell	Mrs. Dawell really tearful. Council had visited this morning and took photographs. (Pamela). Bawling and shouting on the phone. Advised to tidy house - not keep fighting - simply do what they know they need to do. Council now calling twice per week.	"

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
17/3/94	P/call to Alex Graham Diamond House	Asking if issue of £80 (grant) is yet resolved. Will contact me either to-morrow or to-day;	Sheila Woodburn
17/3/94	P/call from Alex Graham Diamond House	Re above: Uncertainty as to whether or not Dawells really are due repayment. However agreed Margaret will be sent a cheque for £10 in next few days. ? Should this money be returned to British Heart Foundation rather than Dawells.	"
15/3/94	Office visit MR Dawell & Donna	Spoke about Donna being excluded from school. She said she was told to take her scag off - didn't want to. Spoke to Donna about - self responsibility, acting more like an adult, planning for her future. Donna wants to do nursery work / hairdressing.	"
15/3/94	P/call to Falkirk Tech. College TEL 0324 624981.	Re training courses: Advised that Donna should see her Careers Advisor. Is too young for nursery work courses. Must realise she will only get 1 bursary for a course, so not go on to a course unless she really is sure she wants to complete it.	"
		Arranged for Donna to meet Mrs. McDonald (Technical/Vocational Training) on Monday 21st March 2.00pm - to see friend Falkirk Tech. College. MR. Dawell given £50 - cash for kids money.	"

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
3/94.	P/call from Mr & Mrs Dawell (4 calls).	Home visit carried out: Scott excluded from school for fighting. Meeting at school on 4/3/94. Scott saying he was sorely provoked - didn't start the fight. Back to blaming Donna for all the family's ills.	Sheila Woodburn
4/3/94.	Phone call from Mr. Dawell.	Had been at school meeting re Scott's exclusion. Scott not to return to school. Mr. Dawell not willing to assume Scott's behaviour unless school staff guarantee the other boys involved in the fight will be dealt with straight away. Mr. Dawell told staff the could "stuff it".	"
6/3/94	Home visit Dawells		"
6-8-94	Phone calls from Mr/Ms Dawell.	messages left.	"
1/3/94	Phone call from MR. Dawell		"

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
02/04	T'call from Mr DOWELL to duty social worker.	Mr. DOWELL says the council are replacing heating system & have left them & no heating all day. Children are freezing - no sign of fire which has been promised all day. Telephoned emergency heating & was informed that a gas fire & boiler are on their way now - t'call back to Mr DOWELL - gas fire just being dropped off now. Temporary heating therefore possible now.	
			K. Leavelly duty social worker.
12/2/94	C.P. Investigation Carrie Ann Dowell.	see report section	Sheila Woodburn S. Worker
23/2/94	P/call from Mr Dowell	To say heating issue resolved	"
23/2/94	P/call from Jackie Sharp.	Has now visited family. Donna returned home by police last night. Has frightened when group she was with got involved in fight. Chris Spence was there and Donna seems worried. She asked police to take her home.	"
23/2/94	P/call from Mrs. HCBuckle	Mrs. Dowell asking about family planning. Shaughht situation & Emma Anne's speech needs to be monitored.	

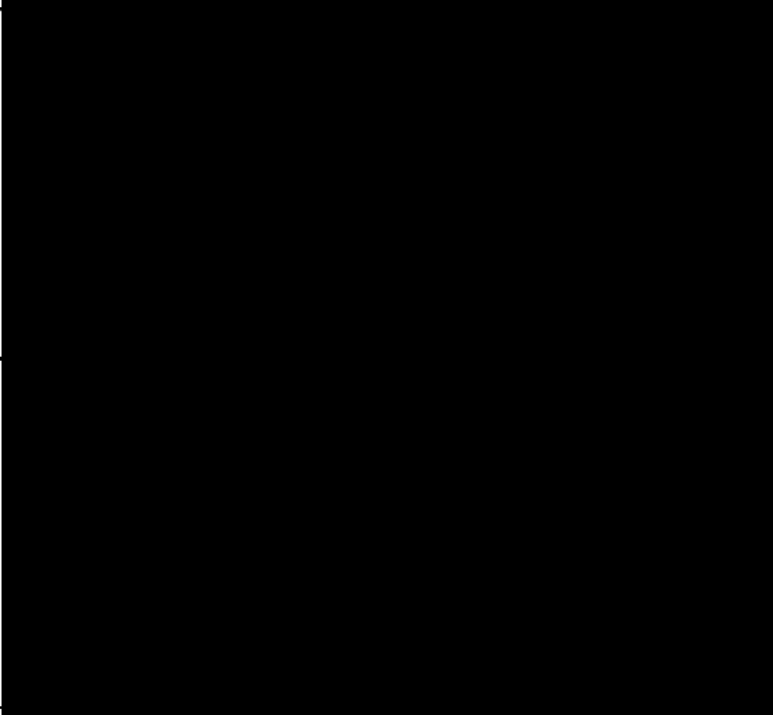
Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
7/2/92	P/call from EDT- 6.30pm.	Asking me to phone Dowello. Explained situation.	Sheila Woodburn
7/2/94	EDT report	see report section:	"
8/2/94	Home visit with family Aid Isobel McNab.	Explained Isobel's role and introduced her to family. House excessively untidy. Housing Dept will fit new bathroom suite. Jack phoned to home while I was waiting. Spoke to him. Saying	"
8/2/94	P/call Admin e legal. S. Sutherland	he's phoned lawyer as he's not prepared to go to B & B with Scott-lawyer informs he has Tenancy rights. requesting money for p/bills. Confirms, even if house in Mrs Dowello's name, MR. Dowell has tenancy	"
10/2/94.	letter to Great Heart/Shok Ass.	rights and can return to house. see correspondence section	"
10/11/2/94	9 phone/calls MR./MID. Dowell	Cooker broken. Questioning fact. BT. informed "phone" money was paid back to S.W.D. - Jan 92: Agreed Isobel. F/Aide will look into this matter.	"

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
16/2/94	Home visit. Donna, Barry Mr & Mrs Dawell.		Sheila Woodburn
14/2/94	Phone from Jackie Sharp. Watling Lodge IT Group.		"
17/2/94	P/call from x2 MR/MRS Dawell	Re having no heating when fire replaced by Housing Dept. Matter to be addressed by f/aide.	"
18/2/94	Copy letter to Donna & Parents about IT Group	see correspondence section.	"
18/2/94	Joint Visit F/Aide	Follow up visit re Mrs. Dawell concerns of Garie Anne being abused by friends child. File opened on Garie Ann Dawell.	Sheila Woodburn S. Worker J. McNab F/Aide

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
25.01.94	OFFICE VISIT BY MRS		
2/2/94	P/call to MR. Dawell	To re-schedule appointment. MRs. Dawell agreeable to this.	
3/2/94	P/call from MR. Dawell	Questioning why I was on A/heave. Saying things are dreadful and I had no right to cancel appointment. Wanted me to tell Donna's boyfriend not to visit home. Agreed they as parents need to discuss this with Donna.	

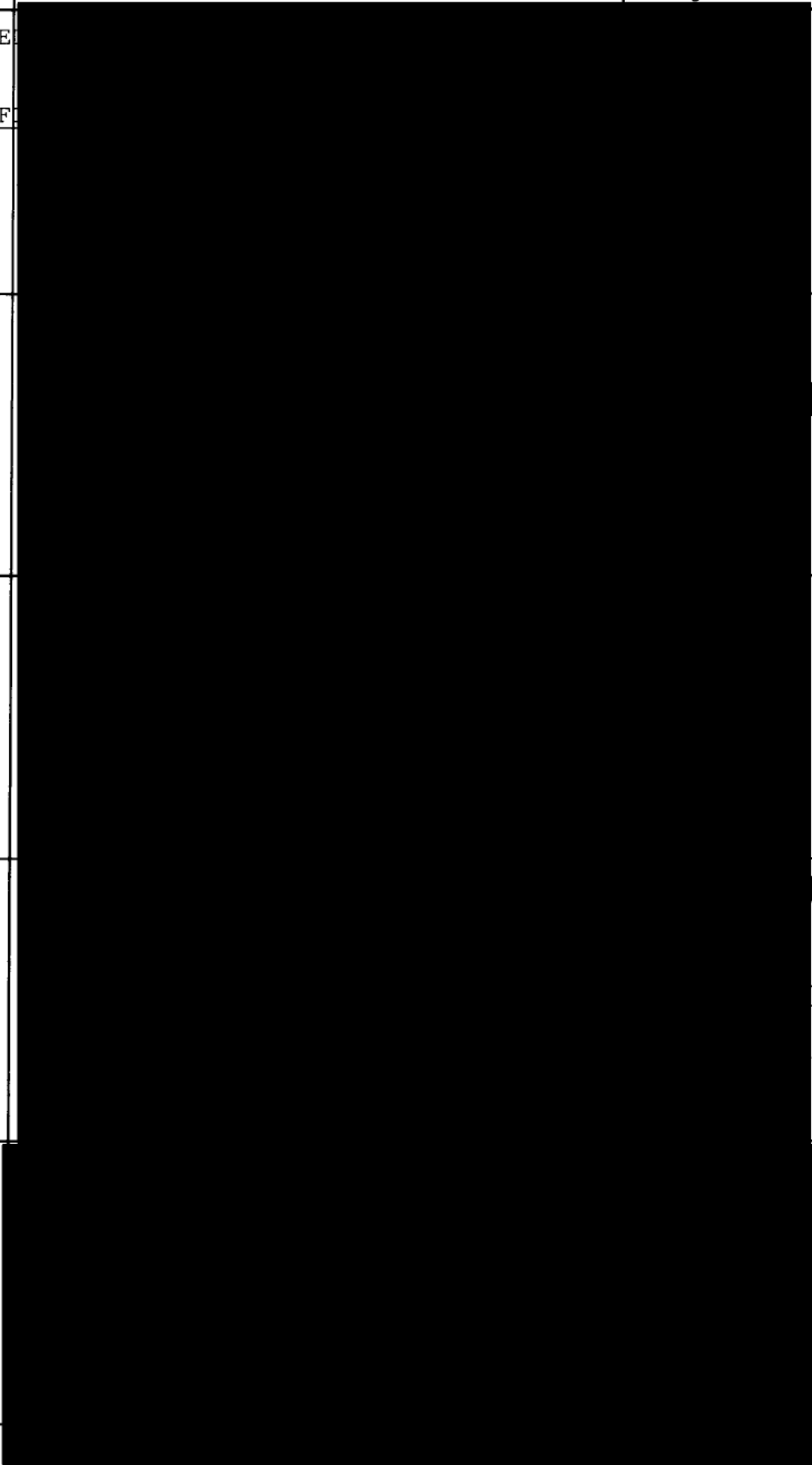
Signature (Senior/Supervisor)

Client Name DONNA DOWELL

Client File No. DD

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
18.01.94 Later ... 18.01.94	EDT REPORTS RECEIVED <u>DUTY REFERRAL:</u> OFF		
24.01.94	PHONE CALL FROM MRS.		

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
6/1/93	Phone from Mrs. Mear Larbert H. School	Informed re Donna's situation	Sheila Woodburn
11/1/93.	Home visit Mr & Mrs. Dawell	Both having difficulty controlling children. Scott suspected of taking cannabis, Donna being strongly influenced by boyfriend Chris (Dack. St). Parents don't want Chris near house. Concern Scott hurting John & Barry. House really "messy". Discussed future involvement with family aid.	"
20/1/94	See E.D.T. Report.	Barrie there has place each day at Cannonshore Nursery. Agreed to inform Grant Alexander family now re-united. see report section.	"
17/1/94	See EDT Report	see report section.	"

Signature (Senior/Supervisor)

Client Name

Dawell.

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
16/1/94 1/2/94	S. Worker on Alheave.		

Signature (Senior/Supervisor)

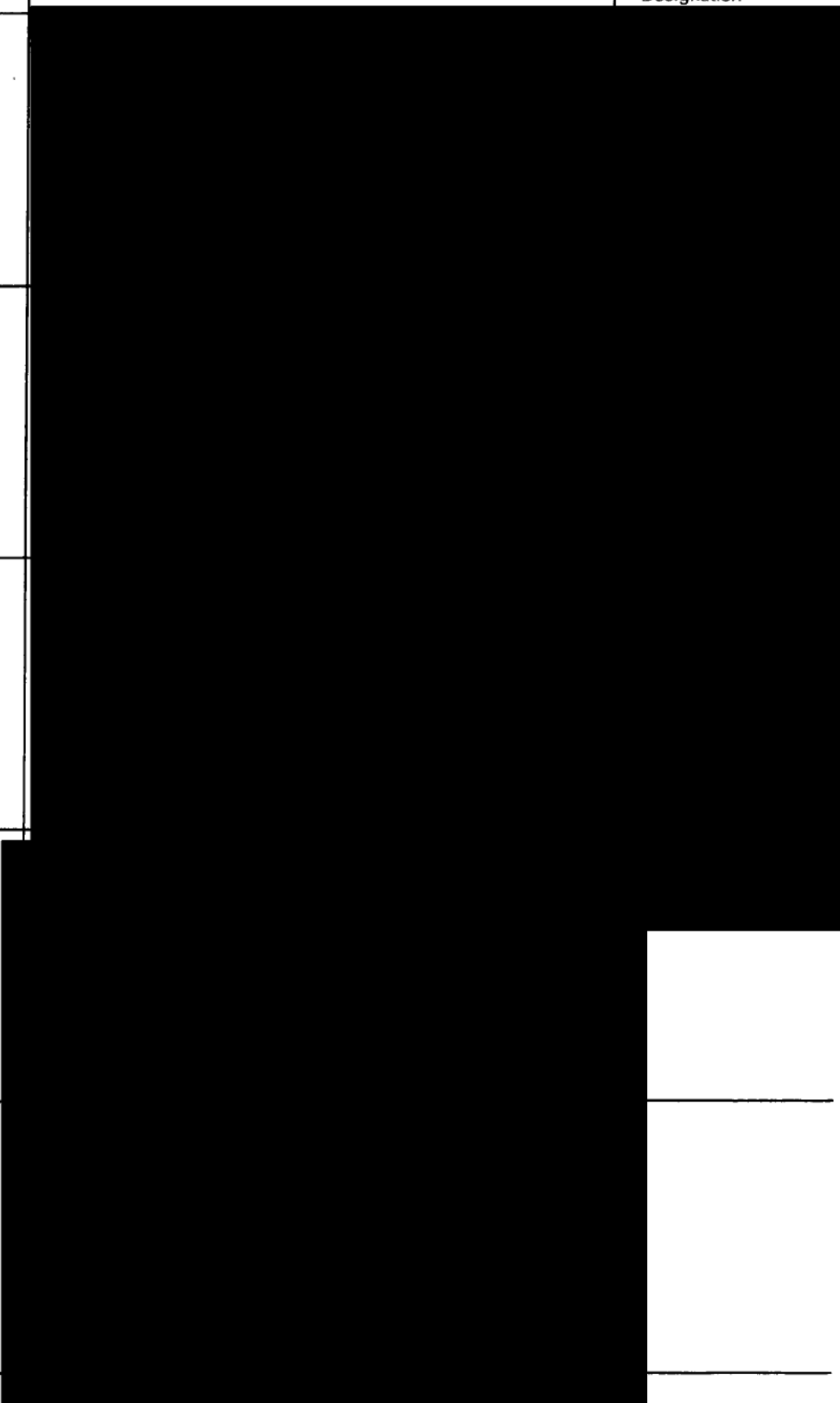
SWL161 - 11/89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
22/12/93	Home visit.	Delivered Xmas presents. House clean & tidy. More control over children. Mrs. Dawell not so weepy. Signed IT referral papers. Scott & Donna visit dad when they want. Barry & Cary missing dad. John delighted with new flat & being with mum "as they're not arguing". Hes. D. uncertain about visiting Dad Xmas Day - as he'll put pressure on her to stay.	Shula Woodburn SW
22/12/93	IT Referral papers. (Donna's) file	see report section:	Shula Woodburn SW
6/1/93	Office visit from Mr. Dawell & John.	Returned to family home 30/12/93. Over last 2 weeks Donna has been out till early hours of the morning on 4 occasions. Mrs. Dawell saying Scott is on drugs "Black" - has spots around his mouth. John showed me a mark on his back -	Shula Woodburn SW
		a result of Scott kicking him. Shula looked quite sore. Arranged home visit for next week Children will all register at school next week.	Shula Woodburn SW
6/1/93	T/Can to Beancross School	To inform children returning to Eantonshore School.	Shula Woodburn SW
6/1/93	T/Can to IT Project Kelly:	Haven't received copy referral - agreed to send another copy. - copy sent.	Shula Woodburn SW

Signature (Senior/Supervisor)

CONTACT RECORD

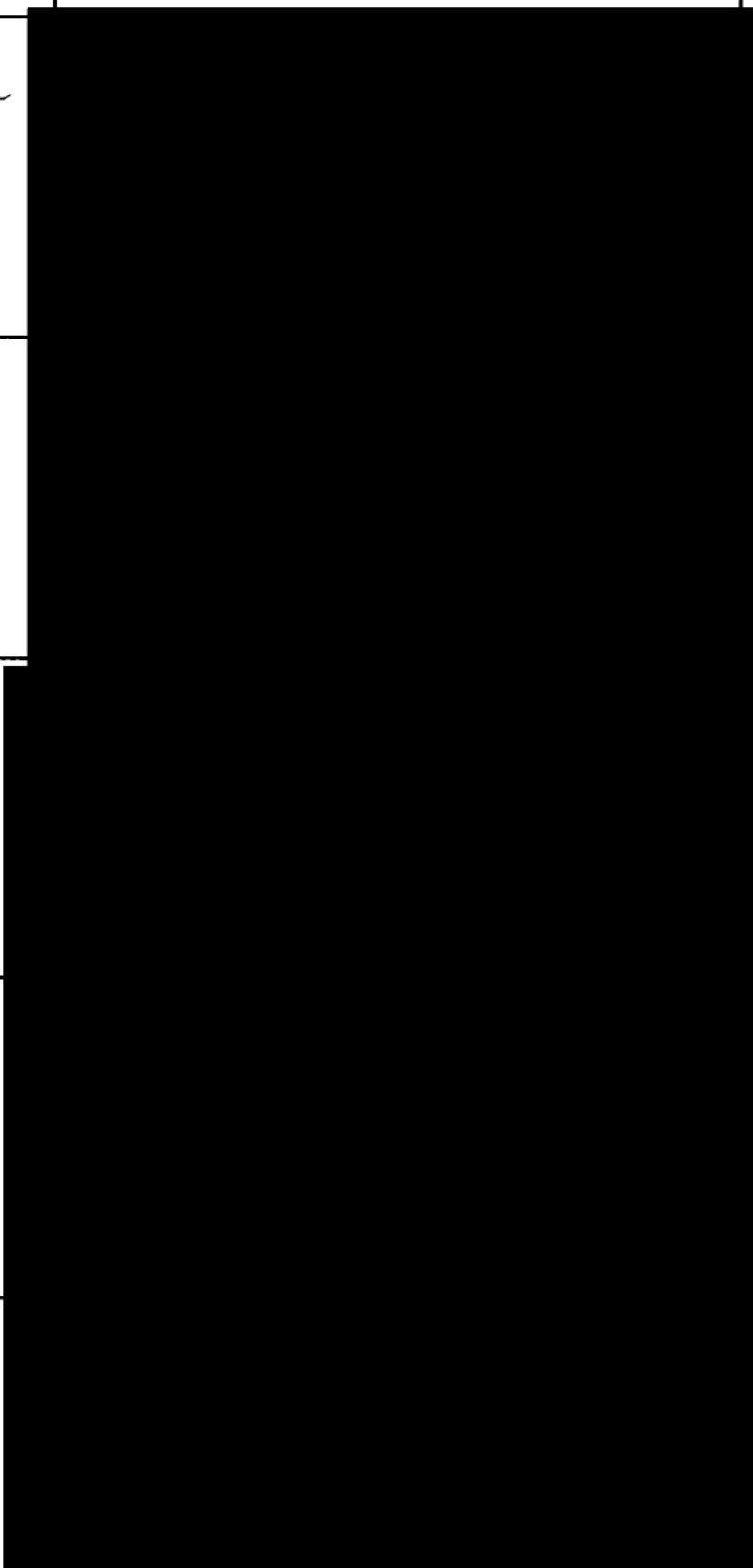
Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
15/12/93	P/call to womens aid		
15/12/93	Office visit Mr. Dawell		
16/12/93	Home Visit Mrs. Dawell 62, Brook St. Grangemouth.		
16/12/93	Visit Dock Street, Donald - c/o officer I. McFadyen o/c.		
17/12/93	P/call from Donald Sinclair S.W. Dock St.		

Signature (Senior/Supervisor)

Client Name *Dowell*Client File No. *DD089730*

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
10/12/93	P/call from Mr. <i>Huer</i>		<i>Shula Woodburn</i>
10/12/93	P/call to <i>Kelly Bayes</i> <i>32903</i> IT. Project		<i>Shula Woodburn</i>
14/12/93	P/call from Mr. <i>Dowell</i>		<i>Shula Woodburn</i>
14/12/93	P/call from Mr. <i>Dowell</i>		<i>Shula Woodburn</i>
15/12/93	Message from <i>Womens</i> TEL 35 661		<i>Shula Woodburn</i>

Signature (Senior/Supervisor)

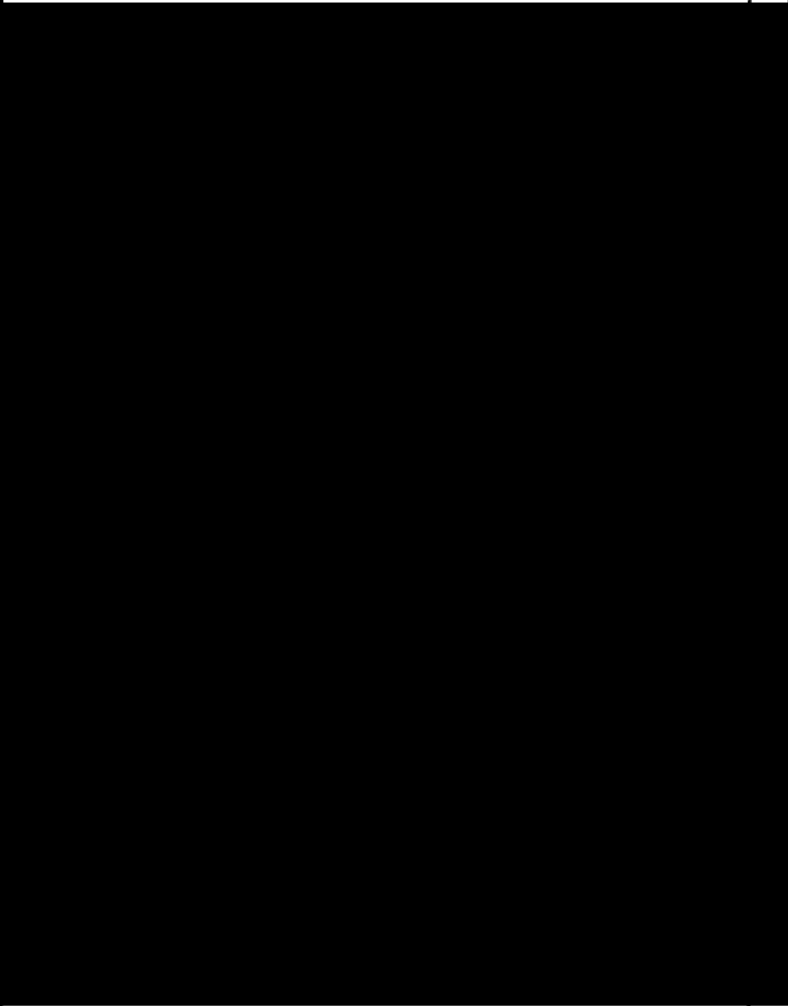
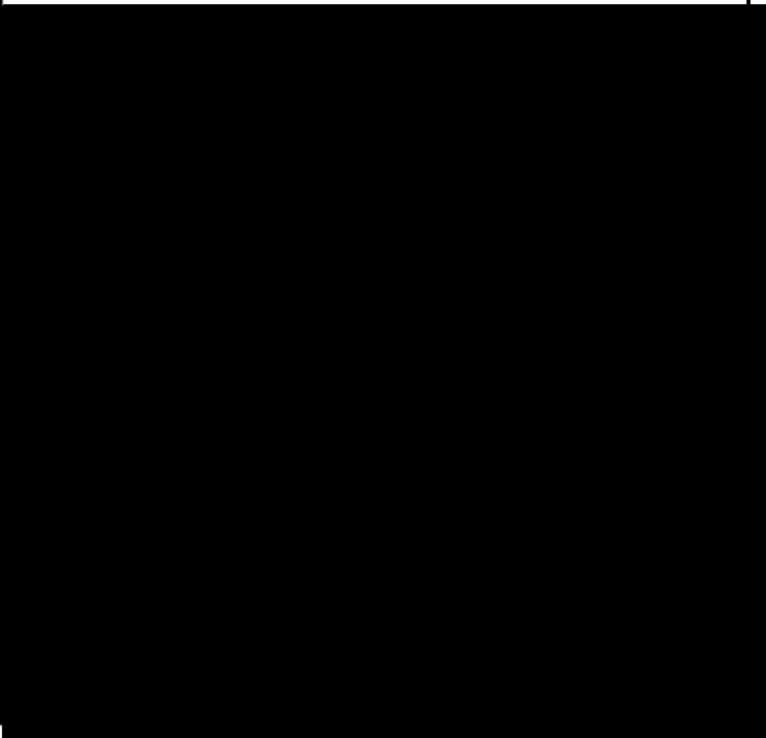
SWL161 - 11/89

Client Name *Dawell*

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
9/12/93	Discussion with Joma		<i>Shelia Woodburn</i>
9/12/93	P/call IT Falkirk		<i>Shelia Woodburn</i>
10/12/93	EDT Report		<i>Shelia Woodburn</i>
10/12/93	P/call Beamerons Pr. School Grangemouth 9.15am		<i>Shelia Woodburn</i>
10/12/93	p/call 62, Brook St. Mrs. Dawell		<i>Shelia Woodburn</i>
10/12/93	P/call to Mrs. Dawell		<i>Shelia Woodburn</i>

Signature (Senior/Supervisor)

SWL161 - 11/89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
7/12/93	Mr. Dowell to office.		Sheila Woodburn
8/12/93.	P/call from MR. Dowell		Sheila Woodburn.
8/12/93.	P/call to Dock St. Sarr McFadyen.		Sheila Woodburn
8/12/93	P/call to P.C. Barber St'muir		Sheila Woodburn
8/12/93.	P/call to J. McFadyen OIC. Dock Street:	Both boys returned. Police haven't taken statements from them yet,	Sheila Woodburn
8/12/93.	P/call to Mr. Dowell	To inform of above	Sheila Woodburn.
9/12/93	Visit to 62, Brook St. G'mouth TEL. 666379. 0324	Took children to Beancross Pr. School to register. Barry PR. 28 Mrs. Barwick, John PR SA. Mrs. Adams. Children Shawn & David. School. Will start FRI/10/12/93. Form filled in re housing application, And has got a cross bar. and will get money DSS. on Tuesday.	Sheila Woodburn

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
2/12/93	Case allocated Sheila Woodburn. S.W.		
3/12/93	Home Visit Mr/Mrs Dowell and Donna.	See detailed contact record	Sheila Woodburn SW
6/12/93	EDT Report	See report section	Sheila Woodburn SW
6/12/93.	P/call from W.Aid	Contacted by Mrs. Dowell seeking advice	
6/12/93.	Home Visit Mrs Dowell Scott John & Barry Gary 4/0 Irene Wilson 79, Webster Ave. Garronsshore.	H. Visitor is Glynn McBride. Mrs. Dowell not so depressed. Left husband 4/12/93. Has to see H.P.O. 7/12/93. Visited doctor and was prescribed Tamazepam - Dr. Brauerlee. Also showed me lawyers letter to support having of Education - Mark Shepherd 60. 41, West Budge St Fiddkirk. Mrs. Dowell went to see Mrs. Parter Barronsshore	Sheila Woodburn.
		Pr. School, to explain that Barry & John may be upset. Home situation difficult. Irene Wilson has 3 children. All the children very noisy and running around in a rather uncontrolled manner. Mrs. Dowell agree to phone after visit to H.P.O. - Hazel?	

Signature (Senior/Supervisor)

Client Name

Dowell

Client File No.

Page No.

DETAILED CONTACT RECORD

(For specific incidents or agreed cases)

H.6

Client Name DOWELL

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Worker/ Designation
20.09.93	continued	on d
		ld ml MAUREEN CLARK DUTY SOC.WRKR.
20.09.93	TELEPHONED TONY CL	
		ml MAUREEN CLARK DUTY SOC.WRKR.
21.09.93	FURTHER TELEPHONE	
		MASTAIR THOMSON MASTAIR THOMSON DUTY SOC.WRKR.

Signature (Senior/Supervisor)

SWL161 - 11/89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
	PHONE CALL FROM TONY CLARK:	Mr. Dowell telephoned Quality Assurance Unit describing his family situation: i.e. Donna is "out of control" and splitting up himself and his wife. He was "complaining about the lack of response from this Department. Advised Mr. Clark that the case was pending, and that Mr. & Mrs. Dowell were being seen regularly on a duty basis. If there was a further situation Mr. Dowell could make a duty appointment.	
	PHONE CALL FROM TONY CLARK;	Mr. Clark agreed to phone Mr. Dowell and advise him of this. Mr. Dowell will phone to make a duty appointment.	
	PHONE CALL FROM MR. DOWELL to Receptionist:	duty appointment arranged; Mr. Dowell demanding to know who will be on duty.	
	PHONE CALL FROM TONY CLARK:	Mr. Dowell had telephoned him again stating that he found it difficult seeing different people on duty, and having to go over his family history all the time. Advised that most workers are well aware of the Dowell family, and Mr. Dowell would not need to repeat the family history. sg/ea.	SHARON GRAHAM DUTY SOC.WRKR.
15.09.93	DUTY REFERRAL:	Office visit by Mr. Dowell who was accompanied by his daughter Donna (14). She is apparently off school with a heavy cold. Mr. Dowell not happy that he and I had not met before and he therefore thought he would have to recount family history. I reminded him that we had spoken on the telephone previously regarding a DSS matter, and then told him what I understood of family situation, i.e.:	
		No allocated worker since Elke Cradden left in mid-May. No family aide due to that post also not being refilled. Concerns about Donna's behaviour and attitude; her previous involvement with IT Project and EDT referral.	

Mr. Dowell/

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
15.09.93	continued	Mr. Dowell added concerns over Scott (13). saying he will not take a telling. Mr. Dowell said he resented the fact that SWD responded immediately when Donna accused him of striking her, but has not responded to his request for an allocated social work to help him and his wife deal with their children's behaviour in other ways. I said that these points would be passed on.	
		Mr. Dowell stated that he intended to continue his complaint re SWD as he felt no further forward. AMcI/EA.	<i>Andrea McInroy</i> A. MCINROY DUTY SOC.WRKR.
20.09.93	DUTY REFERRAL: Telephone call from Pete Dillworth, EDT, re Margaret and Jock Dowell.	Mrs. Dowell had telephoned the control room at 1.25 a.m. this morning and left message that her husband was going to throw her out of the house. When Mr. Dillworth phoned back Jock Dowell answered. He knew Mrs. Dowell had phoned. Mr. Dillworth spoke to Mr. Dowell for some time (apparently he had been drinking), and then to Mrs. Dowell. Offered her involvement of police and Women's Aid but she did not want this. During the course of the telephone conversation it was obvious that there was a lot of disagreement between them, but they appeared calmer after going through their grievances. About 10 minutes afterwards Mr. Dowell telephoned EDT again but Mr. Dillworth did not prolong further discussion, pointing out to Mr. Dowell that they had already been through everything. Still talking of throwing Mrs. Dowell out before 9.00 a.m.	
20.09.93	TELEPHONE CALL FROM	EDT write up will follow. MC/EA. MARGARET DOWELL: She was talking even more quickly than usual, and I had difficulty in following what she said. The main point was that she has made another appointment with her solicitor for Thursday of this week with a view to separating/	MAUREEN CLARK DUTY SOC.WRKR. <i>mc</i>

Signature (Senior/Supervisor)

Client Name Mrs Dowell

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
2/9/93	Information from Housing Liaison Meeting.	Lorraine McGuckin, Housing Assistant brought the above lady to the attention of J.Litts Housing Manager. She expressed concern that Mrs Dowell seems not to be coping with the demands of her family at this time, without Social Work, Home Help or Family Aide support. She is awaiting allocation of a Social Worker and has had access to, and made appropriate use of the Duty Worker system. J. Litts asked that their concerns about her lack of support be made known to Team Manager.	L.PICKETT OT LP/KH 6/9/93

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

Client Name Margaret Dowell

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
30.08.93	continued	Mrs. Dowell advised that they are due to be allocated a new social worker in six weeks and feel that they are struggling. Agreed I would note information. NO FURTHER ACTION AT THIS TIME. KM/EA.	<i>KM</i> K. MARSHALL DUTY SOC.WRKR.
3/9/93		Telephone call received from Mrs Dowell (following EDT report). Mrs Dowell was stating that she was once again considering seperating from Mr Dowell and wanting advice re this. Discussed with Mrs Dowell what has happened in the past i.e housing, lawyers DSS, homeless persons etc. Mrs Dowell, I feel was looking for re-assurance, also I feel wanted to prove to Mr Dowell that she was serious this time as throughout the conversation Mr Dowell was in the background shouting and swearing. Mrs Dowell made an appointment to see the duty worker on 7/9/93.	SHARON GRAHAM SHARON GRAHAM SG/KH 8/9/93 <i>89.</i>
8/9/93	DUTY REFERRAL FROM MARGARET DOWELL.	Margaret telephone to say she'd had enough and was leaving - had been in touch with Womens Aid and feeling she would have to return to the refuge. She and Jock had gone for their first session of counselling at Relate, but later that night had an argument over sex. This matter had not been touched on during counselling - it appears much of the discussion centred on Donna. After talking for a while about all the	M. CLARK SOCIAL WORKER MC/KH 8/9/93 <i>mb</i>
		difficulties she is having to face, Margaret eventually said she would be able to "hold on" They have another appointment with Relate next week. No further action meantime,	

Signature (Senior/Supervisor)

SWL161 - 11/89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
04.08.93	DUTY REFERRAL:	Telephone call from Margaret Dowell. Mrs. Dowell stating she has "had enough" and that she has an appointment with her lawyer (Shepherd) on Monday ^A proceedings for a legal separation. She doe not want to go into a Refuge - wants the house in her name. She complained that she is under pressure and does not get enough ehlp - everything upside down - housework not done - Jock out nearly every day arguments about money and bout who should be doing what. Donna has broken her foot (at I.T. Project!!), and therefore uanble to help with household chores. In addition to all this, Mrs. Dowell may be pregnant - she is going to her G.P. for a pregnancy test on Friday. Advised Mrs. Dowell I would up-date Mr. Kinsley about the situation, and asked her to let us know the result of the pregnancy test and outcome of visit to lawyer. MC/EA.	
			<i>mb</i> MAUREEN CLARK DUTY SOC.WRKR.
30.08.93	DUTY REFERRAL:	Phone call from Margaret Dowell (551375). Mrs. Dowell stating that on Sunday 22nd August Donna was out with a friend. Mrs. Dowell later found out (from a neighbour) that the pair were out with two boys and had a bottle of whisky. Mrs. Dowell stating that she did not smell alcohol from Donna and did not feel she had been drinking but decided to ground her last week. She was allowed out on Friday, 27th August, and said she was going to the pictures with a friend. Donna got home late at 10.00 p.m. and Mrs. Dowell found out that the friend and she had gone to Clydebank to visit friends. Donna's friend is called Wendy and attends the I.T. Project. Mrs. Dowell contact the Project to pass on this information and they advised her to contact this Department. Mrs. Dowell/	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
30.08.93	DUTY REFERRAL:	Phone call from Margaret Dowell (551375). Mrs. Dowell stating that on Sunday 22nd August Donna was out with a friend. Mrs. Dowell later found out (from a neighbour) that the pair were out with two boys and had a bottle of whisky. Mrs. Dowell stating that she did not smell alcohol from Donna and did not feel she had been drinking but decided to ground her last week. She was allowed out on Friday, 27th August, and said she was going to the pictures with a friend. Donna got home late at 10.00 p.m. and Mrs. Dowell found out that the friend and she had gone to Clydebank to visit friends. Donna's friend is called Wendy and attends the I.T. Project. Mrs. Dowell contact the Project to pass on this information and they advised her to contact this Department. Mrs. Dowell advised that they are due to be allocated a new social worker in six weeks and feel that they are struggling. Agreed I would note information. NO FURTHER ACTION AT THIS TIME. KM/EA.	
			KM K. MARSHALL DUTY SOC.WRKR.

Signature (Senior/Supervisor)

Client Name

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

Client Name

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
29.7.93	Telcall from Lorraine McGuicken Housing Dept.	She had been to visit Mrs Dowell and was very concerned that Mrs Dowell does not seem to be coping. Mrs McGuicken wanted to know if S.W. could help. Explained Mrs Dowell is known to the Dept and is pending allocation. Explained Mr & Mrs Dowell are seen on a duty basis at present but no worker available as yet.	Linda Philliben <u>Duty Social Worker</u>

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
14.07.93	DUTY REFERRAL: Telephone call from Mr. Dowell who was in Falkirk Area Office.	Had signed on today and been given a counter payment of £53. told not due any more money until the 21st July - due £125. Mr. Dowell complaining £53 would not do family until then. TELEPHONED UNEMPLOYMENT BENEFIT OFFICE: They confirmed that Mr. Dowell is not due any further payment until the 21st	
	PHONED MR. DOWELL BACK AT FALKIRK OFFICE:	He received family credit last week which paid until 10th July (Saturday last); then received child benefit on Monday 12th July - counter payment today was his full entitlement. He agreed receipt of previous benefits but said they were spent during their holiday (Barnardo's I.T. - Saturday 10th to today, 14th July). Mr. Dowell adamant that £53 will be spent by tonight on outstanding debt - phone etc.	
		Advised Mr. Dowell the social work department could take no further action today. He may well contact again before 21st July. AMcI/EA.	 ANDREA McINROY DUTY SOC.WRKR.
15.07.93	DUTY REFERRAL: Telephone call from Mr. Dowell again requesting advice re benefits. Explained to Mr. Dowell that as benefits are paid in arrears he was not entitled to any further money from DSS this week. Advised Mr. Dowell to claim crisis loan from DSS. Mr. Dowell was extremely unhappy about this, but explained SWD could not help until he had been to DSS.	LP/EA.	
	TELEPHONE CALL FROM TONY HAYLOR, I.T. Project:	Mrs. Dowell had Contacted I.T. requesting help. She had already been in touch with I.T. previous day to say Mr. Dowell had left the house with the benefit money. I.T. agreed to provide a "one off" supply of food and coal for the family for the weekend and have stated to Mrs. Dowell that she would have to approach DSS at the beginning of the week if she has no further supplies. LP/EA.	LINDA PHILLIBEN DUTY SOC.WRKR. 
Signature (Senior/Supervisor)			DUTY SOC.WRKR.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
30.06.93	DUTY REFERRAL: TELEPHONE CALL FROM JOCK DOWELL:	Jock feeling "at the end of his tether" with the children and saying "it is high time" they had a social worker allocated to replace Elke. He and his wife having rows all the time over discipline - he feels she undermines him all the time by giving in to them, or by accusing him of being over hard on them. Both now wanting the other out of the house.	
		Suggested he and his wife make joint visit to office on duty basis. Jock said he would discuss this with Mrs. Dowell. MC/EA.	MAUREEN CLARK DUTY SOC.WRKR.
01.07.93	DUTY REFERRAL: Office visit by Mr. Dowell.	Mr. Dowell is extremely unhappy that he has not yet been allocated a social worker. Mr. Dowell stated he needs help at present and cannot afford to wait any longer. Explained to Mr. Dowell his case was pending allocation but due to shortage of staff it was not possible to allocate it at present. Also explained it is the Team Manager who makes decisions re allocations and that I would not be able to give any more information as to when he may be allocated a worker. Mr. Dowell stated if he cannot get a worker when he asks for help he will not allow a worker into the house at a later date. Mr. Dowell also asked about the outcome of an application to a charity for furniture. Agreed I would check on this. However, no copies of recent charity application in file. LP/EA.	
			L.P. LINDA PHILLIBEN DUTY SOC.WRKR.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
02.06.93 08,	DUTY REFERRAL: Mrs.	Dowell into office. Mrs. Dowell feeling very low and generally overwhelmed. Chest has been bad recently. Main problem raised was Donna's school attendance. She had hoped Kathleen McCormick could see her as she can "get through" to Donna. Spoke about ways of tackling this and suggest if all else fails she can bring Donna to the office. Mrs. Dowell also asked about application made to Children in Need. Advised her contact would be made when an answer was received. Mrs. Dowell obviously feeling she cannot cope without social work support. Is aware immediate allocation not possible. MC/EA.	
			ML MAUREEN CLARK DUTY SOC.WRKR.

Signature (Senior/Supervisor)

ASSESSMENT**5. Workers evaluation of current problem(s)/service(s) required**

Family Aide input benefited children - i.e. were give some individual attention via outings, structured activities at home. Mrs. Dowell requires intensive personal support/counselling to build up confidence.

Mr. Dowell, although overtly cooperative, seems impervious to change.

6. Options for problem solving/service delivery

Family Aide input, especially for children.
Emotional support for Mrs. Dowell.

7. Reasons for continuing contact

See above.

ACTIONS AND OBJECTIVES**8. Plans agreed with the client**

Personal support for Mrs. Dowell (not wholeheartedly approved by Mr. Dowell).

9. Note any difference of opinion regarding Information/Problem(s)/Service(s)/Plans

Mrs. Dowell states she cannot keep up with housework due to asthma. Writer believes this to be due to Mrs. Dowell's lack of motivation and Mr. Dowell's undermining attitude towards her.

10. Suggested Worker Tasks**Suggested Client Tasks**

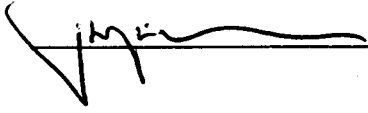
Date of Review _____

Signed (Worker) ELKE CRADDEN

Date 10th May 1993.

Client/Representative _____

Date _____

Senior/Supervisor 

Date 5/7/93

TRANSFER (SUMMARY)Date of Referral 3rd April 1991

Date of Last Review _____

DESCRIPTION**1. Reason for Referral/Nature of Problem, etc.**

General support re finance/practical issues.
Childcare advice; consistency of approach.
Emotional support for Mrs. Dowell who is often feeling low; also has asthma.

2. Summary of Work Done/Aims Achieved

Support re finance and practical issues as required.

3. Summary of Work not Completed/Aims not Achieved

Consistent approach in child care - No marked improvement.
Material/physical condition of house - No marked improvement, despite family aide and home help input.

Mr. & Mrs. Dowell's marital relationship continues to be poor.

4. Client's present definition of the problem(s)/service(s) required

Mrs. Dowell believes she cannot cope without social work support; needs "someone to talk to."

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
5th April - 12th April 1993 - 14.04.93	 COMPLETED CHARITY APPLICATION - Children in Need - for furniture	SOCIAL WORKER ON ANNUAL LEAVE/PUBLIC HOLIDAYS. EC/EA.	ec/ea. ELKE CRADDEN SOCIAL WORKER.
15.04.93	TELEPHONE CALL TO	SHERIFF OFFICERS RE POLL TAX ARREARS - Action dropped EC/EA.	ELKE CRADDEN SOCIAL WORKER.
15.04.93	TELEPHONE CALL TO	COMMUNITY CHARGE SECTION: Action dropped because Dowells now on Income Support. Central Regional Council has to get new warrant for deduction from benefits; will be £5. 45 per week for a couple. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
22.04.93	HOME VISIT TO THE	DOWELLS: The caravan holiday was wet and expensive. Donna still not "doing as told". Mrs. Dowell appears depressed and anxious; also worried about John's schooling but impossible to find out precise nature of worry. Advised the Dowells that the writer was leaving. Mrs. Dowell requested transfer to another social worker. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
			ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
22.03.93	HOME VISIT TO MRS. DOWELL	- still difficulties with Donna, however, school more settled. Have decided to take up I.T. holiday offer but Mrs. Dowell worried about cost. Agreed to investigate possibility of help with spending money. Mr. Dowell was made redundant some days ago. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
24.03.93	BRIEF DISCUSSION WITH IAN KINSLEY, TEAM MANAGER:	re holiday money for the Dowells. Advised to discuss with I.T. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
24.03.93	TELEPHONE CALL TO KELLY BAYES, I.T.	re possibility of helping the Dowells out with spending money for holiday. Kelly will raise at staff meeting, but thinks it unlikely. Can give more food and will ask worker collecting Scott to discuss again with Mrs. Dowell. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
25.03.93	TELEPHONE CALL TO DCA office, Newcastle:	Have received Mrs. Dowell's request for review but have again turned her down. Notification going out today. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
30.03.93	HOME VISIT TO THE DOWELLS WITH MRS. R. BARCLAY, HOME CARE ORGANISER.	Decided to stop home help as Mr. Dowell is now at home; situation can be reviewed again if Mr. Dowell finds work. Explained to the Dowells that extra food would be provided by I.T. but no cash available. EC/EA.	ELKE CRADDEEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
05.03.93	TELEPHONE CALL TO MAUREEN MOORE, GUIDANCE, LHS.	Discussed yesterday's event. Donna did have a note from her mother about broken washing machine but did not produce this. Mrs. Moore did not notice excessive make-up. She has also been notified that Mr. Dowell has made an official complaint about teachers. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
05.03.93	VISIT TO DOWELLS (Jock and Margaret present).	Jock very mono-syllabic with writer and still angry about having been charged. Explained again that both school and the S.W.D. had to follow procedures and that individuals should not be blamed for this. Writer described continuing difficulties at school and Jock insisted that this was because teachers did not treat Donna with respect. Explained that school situation had to be sorted out somehow, and that writer would like to meet with Donna next Tuesday after school. Mrs. Dowell agreeable; Jock saying that he "wanted nothing to do with it." Writer also to apply to Children in Need for bedroom furniture - four chests of drawers and two double wardrobes. Scott still enjoying I.T. sessions and Mrs. Dowell keen to take up offer of holiday. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
05.03.93	TELEPHONE CALL TO I.T. - Kate McCreath re holidays.	The Dowells will be considered for Easter holidays (4 days). Decision to be made on Monday. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
	10th March ~ 18th March	- Writer on sick leave. EC/EA.	
11.03.93	TELEPHONE CALL FROM MRS. DOWELL re problems with Donna.	"Donna is out of hand." EC/EA.	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
01.03.93	WRITER ON SICK LEAVE:	Telephone call to Margaret Dowell to cancel today's visit. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
02.03.93	WRITER AT COURT AND THEN T.O.I.L.	EC/EA.	
03.03.93	TELEPHONE CALL FROM	MRS. DOWELL: Donna has outstanding detentions. (According to Mr. Montgomery?), but parents were not notified. Dowells not happy about this. Donna also told her parents that Mr. Montgomery and Mr. Jamieson had put a hand round Donna's neck and squeezed it. Mr. Dowell has phoned school about this; agreed to contact school re detentions; arranged visit for Friday 5th March at 11.00 a.m. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
04.03.93	TELEPHONE CALL FROM	MARGARET DOWELL; has had telephone call from Marie (sister) saying Donna is in her house because she has been thrown out of school. Mr. Dowell will phone Education Department. Writer to phone Larbert High School and call back. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
04.03.93	TELEPHONE CALL TO MR.	JAMIESON, RECTOR, LARBERT HIGH SCHOOL: Donna was sent to him by class teacher as she was "dressed for a disco" with lots of make up. She was surly and only offered explanation that washing machine had broken down. Mr. Jamieson told her to "get out of his sight", assuming that she would return to her classroom. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
04.03.93	TELEPHONE CALL TO JOCK DOWELL:	passed on above information. Said he was waiting for phone call from Stirling and would then collect Donna. Donna did not wear make up this morning. EC/EA.	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
18.02.93	TELEPHONE CALL TO CPU:	To advise of above.	
18.02.93	TELEPHONE CALL FROM GAIL WINTRUP, CPU:	Social work only investigation to verify allegations. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
Later	RETURNED DONNA HOME	and discussed incident with parents (see Donna's file for details). EC/EA.	ELKE CRADDEN SOCIAL WORKER.
19.02.93	BRIEF VISIT TO MRS.	DOWELL: Very upset because Jock charged by police. Very tearful. Considering leaving again. Advised her not to make rash decisions as children would become more unsettled. Arranged visit for Wednesday 24th February. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
23.02.93	TELEPHONE CALL FROM	GLYNIS McBRIDE, Health Visitor. Visited Mrs. Dowell last Friday afternoon. She was still very upset but had some general discussion about how to deal with children and other many practical problems. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
24.02.93	HOME VISIT CANCELLED	DUE TO CHILD PROTECTION WORKLOAD - re-arranged for 1st March. EC/EA.	
26.02.93	TELEPHONE CALL FROM	MRS. DOWELL - writer not available. EC/EA.	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
27.01.93	JOINT VISIT TO MRS.	DOWELL WITH MRS. R. BARCLAY, HOME CARE ORGANISER. Home help to be reinstated on condition that the children's rooms will be sorted out, and house cleared of old clothes, broken toys, etc. Scott to start at I.T. today; he is looking forward to going. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
02.02.93	TELEPHONE CALL FROM	MR. DOWELL. Phone connected today. EC/EA.	
03.02.93	HOME VISIT TO MRS.	DOWELL: feeling quite low, continuing difficulties with Donna; unhappy about Donna seeing Kelly Lewandowski ("Kelly on the pill"). Donna unsettled at school and "cheeky at home". Scott enjoying I.T.	
04.02.93	TELEPHONE CALL TO GLYNIS McBRIDE to advise of telephone installation.	EC/EA. Will advise Charity to send money to Alex Graham, PPO. EC/EA.	ELKE CRADDEN SOCIAL WORKER. ELKE CRADDEN SOCIAL WORKER.
15.02.93	TELEPHONE CALL FROM	MRS. DOWELL: next door neighbour died last night. Had argument with his wife over noise made by the Dowell children and then neighbour died during the night. Mrs. Dowell feels very bad about this. Managed to calm her down and assure her that it was not her fault. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
18.02.93	TELEPHONE CALL FROM	MAUREEN MOORE, GUIDANCE, LARBERT HIGH SCHOOL. Kelly Lewandowski had told Mrs. Moore yesterday that she had seen Mr. Dowell punch Donna in the face and "head-butt" her. According to Kelly, Donna does not want anybody to find out as she has been threatened by her mother that she would never see her brothers or sisters again if this came out. Advised Mrs. Moore that I would discuss with Team Manager and get back in touch. EC/EA	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
23.12.92	TELEPHONE CALL TO ALEX GRAHAM, PPO (Community Services), re telephone. Cheque has been sent off. Has had call from BT re payment.	EC/EA.	ELKE CRADDEN SOCIAL WORKER.
	TELEPHONE CALL TO BT to advise that cheque for deposit has been sent.	EC/EA.	
11.01.93	HOME VISIT CANCELLED DUE TO EMERGENCY REFERRAL	EC/EA.	ELKE CRADDEN SOCIAL WORKER.
13.01.93	HOME VISIT TO DOWELLS; Completed I.T. Referral form for Scott. Complaints about Donna not doing as she is told, and difficulties at school. Mrs. Dowell says she needs wardrobes, chests of drawers for children's bedrooms so upstairs house can be tidied up. Also wants home help reinstated.	EC/EA.	
20.01.93	MRS. DOWELL AND HELENA TUER, S.W.A. visited Grangemouth Enterprises to look at furniture.	EC/EA.	ELKE CRADDEN SOCIAL WORKER.
20.01.93	TELEPHONE CALL FROM MR. DOWELL wanting telephone number of Grangemouth Enterprises to cancel his wife's order. Passed on number and said that it was not appropriate for writer to get involved in dispute.	EC/EA.	ELKE CRADDEN SOCIAL WORKER.
20.01.93	TELEPHONE CALL TO ALEX GRAHAM: BT still confused about payment. Will try to sort out with finance section.	EC/EA.	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
24.11.82	HOME VISIT CANCELLED	DUE TO EMERGENCY REFERRAL. <u>MRS. DOWELL RETURNED TO FAMILY HOME LAST WEEK.</u> EC/EA.	ELKE CRADDEN SOCIAL WORKER.
25.11.92	BRIEF VISIT TO MRS.	DOWELL: Arranged visit for Tuesday 1st December 1992. Mrs. Dowell said she returned because children missed their dad, and she wanted to give things another go. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
01.12.92	HOME VISIT CANCELLED	DUE TO EMERGENCY REFERRAL. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
03.12.92	TELEPHONE CALL TO BRITISH TELECOM:	Will send contract with deposit request straight to office. EC/EA.	
03.12.92	CALLED AT DOWELL HOUSE - no answer.	EC/EA.	
15.12.92	HOME VISIT TO MR. &	MRS. DOWELL: Problems "sorted out"; will try again. Mr. Dowell had list of "what had to change"; Mrs. Dowell blaming herself for most of the problems - e.g. spends too much money, her friends always in house, etc. According to Mrs. Dowell the children happier again. Mrs. Dowell very worried about Christmas; not enough money. Advised her that some presents had been left by Judy Weir and that some cash should be forthcoming soon.	ELKE CRADDEN SOCIAL WORKER.
23.12.92	BRIEF VISIT TO DELIVER PRESENTS FOR CHRISTMAS:	Mrs. Dowell still apprehensive. Also getting impatient about delay re telephone. EC/EA.	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
16.11.92	TELEPHONE CALL TO MRS. PARKER, CARRONSHORE PRIMARY SCHOOL. TELEPHONE CALL TO DONNA, Larbert High School: Passed on the above message. EC/EA.	Children to go to Jennifer Dowell's house.	ELKE CRADDEN SOCIAL WORKER.
17.11.92	TELEPHONE CALL TO MRS. DOWELL to arrange visit for lunch time. VISIT TO MRS. DOWELL: Donna and Scott not at school because were threatened with punishment exercises because they were late for school yesterday. Donna left for school ski-ing trip with Helena Tuer, Social Work Assistant. Scott left house later to help vegetable van salesman on his round.	Mrs. Dowell related Tuesday night's events: Her husband had returned from the pub around 9.00 p.m. with Chinese carry-out wanted all the children out of the room. Donna refused to go to bed and Mrs. Dowell insisted that she stay in the room. Mrs. Dowell implied that she wanted Donna in the room as protection for herself as she suspected that her husband would make sexual demands on her. Mr. Dowell continued his demand that Donna leave the room and when she refused he "went for her." Mrs. Dowell intervened and pushed her husband away, and he nearly fell into the open fire. Mr. Dowell put his hands round her neck and threatened to "kill" her. Mrs. Dowell decided to leave then and there, after Mr. Dowell refused to leave the house. Donna helped her get all the children out of bed, they walked to Stenhousemuir police station where they were collected by Homeless Persons Officer. Mrs. Dowell determined to "stay away", as she is fed up with constant arguments. Mrs. Dowell will register Barry and John at local primary school as she can't get them to school in Carronshore easily. Arranged with Mrs. Dowell to stay in touch with Falkirk Unit as writer about to go on sick leave. Family Aide will also stay in touch.	
17.11.92 (p.m.) until 20.11.92		17.11.92 (p.m.) until 20.11.92 - WRITER ON SICK LEAVE. EC/EA.	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
16.11.92	DISCUSSION WITH JUDY	WEIR, FAMILY AIDE. Mrs. Dowell is in temporary accommodation in Westfield Street, Falkirk. Left home at 2.00 a.m. on Tuesday Night 10th November after argument with Jock (threatened to assault Donna?). Mrs. Dowell reasonably settled but anxious about money and how to get children to and from school. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
16.11.92	MR. DOWELL TO OFFICE	WITH LETTER TO HIS WIFE. Writer agreed to pass on if Mrs. Dowell willing to accept it. Mr. Dowell plans to leave his job and local area if Mrs. Dowell refuses to return to him. Mr. Dowell agreed to hand over Family Credit book if Mrs. Dowell does not contact him by lunch time tomorrow. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
16.11.92	TELEPHONE CALL FROM	MRS. DOWELL: quite upset and confused and does not know how to collect children from Carronshore Primary. Will collect Barry and John from house of Anne Fyfe, 21 Westerton Terrace, Carronshore. Donna and Scott to go there after school. Writer will contact Larbert High School and visit Mrs. Dowell tomorrow. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
16.11.92	TELEPHONE CALL TO MR.	DONALDSON (Guidance) with above message. Agreed to pass on to Donna and Scott. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
16.11.92	TELEPHONE CALL FROM	MR. DONALDSON, Larbert High School - has had message from Carronshore Primary School that the children are to meet their mother at their "Aunt Jennifer's at Kinnaird Drive." Spoke to Donna briefly who is confused about this message. EC/EA.	ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)



WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four-weekly intervals thereafter.

Caseplan for period 16/10/92 to 12/11/92 (date)
 (Social) Worker Initials ECR Team LARBERT TM'S Initials CMCM
 Client Name MGT. DOWELL CIS Client No DD 08973 B Case Type S. 12
 IF CO-WORKED: Co-wkrs.Intls. JW Desig. FAM. AIDE Team _____ TM's Intls. _____

Summary of work done since last session/present situation

HOME VISITS TO DOWELLS
 LETTERS TO HOUSING DEPT. RE NEIGHBOUR & C.H.
 HOME SITUATION RELATIVELY STABLE, BUT MORE
 DIFFICULT DURING SCHOOL HOLS.
 NO IMPROVEMENTS IN HOUSE / ROUTINE / BUDGETING
 DESPITE FAM. AIDE / HOME-HELP INPUT
 INCREASING DIFFICULTIES WITH DONNA & SCOTT
 AWAITING OUTCOME OF D.L.A. CLAIM

Case Plan - Summary

POSSIBLE REDUCTION OF SERVICE
 HOME VISITS REDUCED TO FORTNIGHTLY AT
 DOWELLS' REQUEST
 MRS DOWELL REQUESTED HOME-HELP INCREASE
 JOINT DISCUSSION / PLANNING WITH MRS DOWELL
 & FAM. AIDE

Tasks

	<u>ETR</u>	<u>MS</u>	<u>ATA</u>
1. Recording	40 MINS	40 MINS	
2. Travel (Proportionate if several clients in 1 area)	40 MINS	→	
3. HOME VISITS	2 HRS	2 HRS	
4. LIAISON W. FAM. AIDE	1 HR	1 HR	
5. LIAISON W. LHS	1/4 HR	1/4 HR	
6. INDIV. WORK W. MRS DOWELL	4 HRS	2 HRS	
7. LIAISON W. FDC	1/2 HR	1/2 HR	
8.			

Senior's Comments

Estimated Time
 Required for good
 practice (ETR)

86 50'

Time required at
 Minimum Standard
 (MS)

66 50'

Actual Time
 Allowed
 (ATA)

Date of next session



WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four-weekly intervals thereafter.

Caseplan for period 18/9/92 to 15/10/92 (date)
(Social) Worker Initials ECK Team LARBERT TM'S Initials CMC11
Client Name M. DOWELL CIS Client No DD 08973 B Case Type S. 12
IF CO-WORKED: Co-wkrs.Intls. _____ Desig. _____ Team _____ TM's Intls. _____

Summary of work done since last session/present situation

WEEKLY HOME VISITS
LIAISON WITH HOUSING DEPT. RE NEIGHBOURS
HOME - SITUATION RELATIVELY STABLE
G. ALEXANDER TO PURSUE CLAIM FOR DLA
LIAISON WITH FAMILY-AIDE

Case Plan - Summary

CONTINUE PRACTICAL/EMOTIONAL SUPPORT TO
MRS DOWELL
ADDRESS CHILD-CARE ISSUES
JOINT MEETING W. FAMILY-AIDE
TO WARDS ESTABLISHING CONTRACT

Tasks

	ETR	MS	ATA
1. Recording	40 MINS	40 MINS	
2. Travel (Proportionate if several clients in 1 area)	1HR 20MINS	1HR 20MINS	
3. 4 HOME VISITS	4HRS	4HRS	
4. LIAISON W. FAM. AIDE	1HR	1HR	
5. LIAISON W. LHS	1/4 HR	1/4 HR	
6. INDIV. WORK W. MRS DOWELL	4 HRS	0	
7.			
8.			

Senior's Comments

Estimated Time
Required for good
practice (ETR)

11 1/4 HRS

Time required at
Minimum Standard
(MS)

7 1/4 HRS

Actual Time
Allowed
(ATA)

Date of next session

/ /

WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four-weekly intervals thereafter.

Caseplan for period 21/8/92 to 17/9/92 (date)
(Social) Worker Initials ECK Team LAKBERT TM'S Initials CMCM
Client Name M. DOWELL CIS Client No DD08973 B Case Type S12
IF CO-WORKED: Co-wkrs.Intls. _____ Desig. _____ Team _____ TM's Intls. _____

Summary of work done since last session/present situation

WEEKLY HOME - VISITS

~~RENE~~ LIAISON RE BENEFITS / COMM. CHARGE
OUTING WITH DONNA & SCOTT DOWELL

HOME-SITUATION LARGELY UNCHANGED - RELATIONSHIP
BETWEEN MR & MRS DOWELL CONTINUES STRAINED/
UNSETTLED.

Case Plan - Summary

CONTINUED EMOTIONAL/PRACTICAL SUPPORT TO MRS DOWELL
LIAISON WITH LHS RE DONNA DOWELL
CONTINUATION OF FAMILY AIDE / HOME-HELP INPUT.
FURTHER DISCUSSION RE CARE/CONTROL OF CHILDREN
& HOUSEHOLD MANAGEMENT

Tasks

	<u>ETR</u>	<u>MS</u>	<u>ATA</u>
1. Recording	1 1/2 HRS	1 1/2 H.	1 1/2 H
2. Travel (Proportionate if several clients in 1 area)	1/2 HR	1/2 H	1/2 H
3. 4 HOME VISITS	4 HRS	3 H	3 H
4. LIAISON WITH FAMILY AIDE	1 HR	1 H	1 H
5. LIAISON WITH LHS	1/2 HR	1/2 H	1/2 H
6. LIAISON WITH DSS	1/2 HR	1/2 H	1/2 H
7. INDIV. SESSION W. MRS DOWELL	1 1/2 HRS	0	0
8.			

Senior's Comments

Estimated Time
Required for good
practice (ETR)

9 1/2

Time required at
Minimum Standard
(MS)

7

Actual Time
Allowed
(ATA)

7

Date of next session

/ /



WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED ____:____ TIME FINISHED ____:____

Caseplan for period 24/7/92 to 20/8/92 (date)

(Social) Worker E CRADDEN Senior C McMILLAN

Client Name MGT DOWELL Client file no _____

Summary of work done since last session/present situation

HOME - VISITS
LIAISON WITH CHARITIES / BRIT. TELECOM / H.V.
MARITAL RELATION REASONABLY "CALM" DURING
LAST WEEKS - SITUATION EASIER BECAUSE
CHILDREN ON HOLIDAY
HOME-HELP/FAMILY-AIDE SUPPORT CONTINUES -
SLIGHT IMPROVEMENT IN PHYSICAL APPEARANCE
OF HOUSE

Case Plan - Summary

CONTINUED EMOTIONAL SUPPORT TO MRS DOWELL
A DISCUSSION OF DISCIPLINE/CONTROL OF CHILDREN
WITH BOTH PARENTS
FUNDING APPLICATION FOR HOUSE-REFURBISHMENT/
TELEPHONE

Tasks

Estimated time required

- | | |
|---|----------------------|
| 1. HOME-VISITS (4) - only 3 | 5 HRS ✓ |
| 2. LIAISON W. FAM. AIDE | 1 HR ✓ |
| 3. OUTING FOR DONNA SCOTT (F.A./SWA) | 4 HRS (3 HRS) ✓ |
| 4. TELEPHONE/REFURBISHMENT APPLICATIONS | 3 HRS |
| 5. LIAISON WITH H.V./SWA | 1/2 HR ✓ (1 1/2 HRS) |
| 6. | |
| 7. | |
| 8. | |

Senior's Comments

liaison on study

Agreed Hours

12.

Date of Next Session

WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION :: TIME STARTED __:__:__ TIME FINISHED __:__:__

Caseplan for period 16.7.92 to 13.8.92 (date)

(Social) Worker HT Senior CMCM

Client Name Margaret Dowd Client file no _____

Summary of work done since last session/present situation

Further charity application made for funds towards telephone installation.

Also, will give some cover in absence of family aide, eg. shopping

Case Plan - Summary

As above

Tasks

Estimated time required

1. shopping x 2
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

4 1/2 hrs

Senior's Comments

Agreed Hours

Date of Next Session



WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED ____:____ TIME FINISHED ____:____

Caseplan for period 26/6/92 to 23/7/92 (date)

(Social) Worker E CRADDEN Senior C McMILLAN

Client Name MGT DOWELL Client file no _____

Summary of work done since last session/present situation

MR + MRS DOWELL'S RELATIONSHIP VERY UNSTABLE;
MR DOWELL VERY CRITICAL, MRS DOWELL
VERY LOW EMOTIONALLY. OLDEST CHILDREN VERY
UNSETTLED, E.P. DONNA AT SCHOOL. HOME-HELP
NOW TWICE WEEKLY FOR IRONING/WASHING;
CHILDREN OFTEN MISS SCHOOL.

Case Plan - Summary

CONTINUED EMOTIONAL/PRACTICAL SUPPORT TO
MRS DOWELL; ATTEMPT TO DISCUSS SITUATION
WITH MR DOWELL. ARRANGE HOLIDAYS FOR OLDER
CHILDREN?

CONTINUE SEARCH FOR FUNDING FOR TELEPHONE
MECS.

Tasks

Estimated time required

- | | |
|-------------------------------------|-----------|
| 1. FORTNIGHTLY HOME VISITS | 3 HRS |
| 2. LIAISON WITH FAM. AIDE | 1 HR |
| 3. HOLIDAY APPLICATIONS | 1 1/2 HRS |
| 4. TELEPHONE APPLICATIONS / LIAISON | 1 HR |
| 5. LIAISON WITH SWA + H.V. | 1 1/2 HR |
| 6. | |
| 7. | |
| 8. | |

Senior's Comments

Agreed Hours

Date of Next Session



WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED __:__:__ TIME FINISHED __:__:__

Caseplan for period 29/5/92 to 25/6/92 (date)

(Social) Worker E CRADEN Senior C McMILLAN

Client Name MGT DOWELL Client file no _____

Summary of work done since last session/present situation

FAMILY AIDE ALLOCATED - TWICE WEEKLY.
ATTENDANCE AT LHS RE DONNA - VERY
UNSETTLED AT SCHOOL. RELATIONSHIP BETWEEN
MR & MRS DOWELL VERY ROCKY - MRS DOWELL
WANTS HUSBAND TO LEAVE?

STILL DIFFICULT FINANCIAL SITUATION.

FAMILY AIDE TO CONCENTRATE ON ESTAB-
LISHING DOMESTIC ROUTING & EMOTIONAL
SUPPORT TO MGT. DOWELL.

Case Plan - Summary

LIAISON WITH CHARITIES.

Tasks

Estimated time required

- | | |
|-------------------------------|-----------|
| 1. FORTNIGHTLY VISITS | 2 1/2 HRS |
| ✓ 2. LIAISON WITH SCHOOL | 1 HR |
| ✓ 3. LIAISON WITH FAMILY AIDE | 1 HR |
| - 4. LIAISON WITH CHARITIES. | 1 HR |
| 5. | |
| 6. | |
| 7. | |
| 8. | |

Senior's Comments

Agreed Hours

Date of Next Session

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
12.05.92	VISIT TO MRS. DOWELL	with Judy Weir, Family Aide. Discussed work plan/arrangements etween Mrs. Dowell and Mrs. Weir who will visit twiceweekly from 18th May 1992: Tuesday - 3.30 p.m. - 5.00 p.m; Friday: 9.00 a.m. - 10.00 a.m. Advised Mrs. Dowell that writer would only visit fortnightly from now on. Mrs. Weir able to pass on messages. Also brief discussion in private with Mrs. Dowell about husband's rape - stated she had discussed things with him and he had apologised profusely. He promised neever to use force again. Mrs. Dowell very unsure about her feelings towards her hsuband, but states that she loves him. Mrs. Dowell not very keen on counselling re rapes at moment. Also arranged to accompany Mrs. Dowell to meeting at Larbert High School with Mrs. Moore, Guidance, re Donna's difficulties at school. EC/EA.	
			E. CRADDEN SOCIAL WORKER.
19.05.92	TELEPHONE CALL TO	MRS. MOORE, Larbert High School, to arrange meeting for 21st May at 10.15 a.m. EC/EA.	E. CRADDEN SOCIAL WORKER
21.05.92	MEETING AT LARBERT	HIGH SCHOOL: Present - Mrs.Moore, Mrs. Dowell, Barry and Carrie-Ann Dowell (No babysitters available at home), the writer and Donna who joined the latter part of the meeting. Mrs.Moore described problems at school - i.e. Donna "insolent and uncooperative" in many classes, also often tired and forgets homework. Mrs. Dowell agreed to ensure that Donna goes to bed earlier and to discuss her own problems less frequently with Donna as this burdened her inappropriately. Writer explained that family aide was working with Dowells which should improve practical domestic situation. Donna agreed to meet Mrs. Moore daily before registration in order to discuss any problems that have arisen or can be foreseen. EC/EA.	
			<i>E. Cradden</i> E. CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
08.04.92	HOME VISIT TO DOWELL	S : Home situation largely unchanged. Children on holiday. Scott staying with grandparents in Cowie. Confirmed arrangements for outing on Friday. EC/EA.	E. CRADDEN SOCIAL WORKER.
10.04.92	OUTING TO CALLENDAR PARK	: Mrs. Dowell and four children, excluding Scott. Went well; Mrs. Dowell somewhat more cheerful. EC/EA.	E. CRADDEN SOCIAL WORKER.
13th April - 20th April 1992 : WRITER ON ANNUAL LEAVE.			
06.05.92			
11.05.92	TELEPHONE CALL TO MECS	: Need telephone line with number for installation of alarm. EC/EA.	E. Cradden E. CRADDEN SOCIAL WORKER.
11.05.92	TELEPHONE CALL TO BRITISH TELECOM	- still insist of £150 deposit even for MECS, as telephone can be plugged in. EC/EA.	

Signature (Senior/Supervisor)

SWL161 - 11/89

WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED __:__ TIME FINISHED __:__

Caseplan for period 05.03.92 to 02.04.92 (date)

(Social) Worker ELKE CRADDEN Senior CAROL McMILLAN

Client Name DOWELL Client file no DD08973b

Summary of work done since last session/present situation

Practical/emotional support
Liaison with school

Case Plan - Summary

Continued practical/emotional support
Liaison with schools/charities
Financial advice

Tasks

Estimated time required

- | | |
|---|--------------------|
| 1. Weekly visits | 1.25 x 4 = 6 hours |
| 2. Liaison with Health Visitor/
3. Schools/Gail Martin | <u>3</u> |
| 4. | 9 |
| 5. | |
| 6. | |
| 7. | |
| 8. | |

Senior's Comments

Agreed Hours

Date of Next Session

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
27.03.92	TELEPHONE (MESSAGE)	from Mr. Woods, St. Vincent de Paul Society. Mr. Woods has visited the Dowell family; is very concerned about family situation, and does not believe that any assistance he can offer would make any impact. EC/EA.	E. CRADDEN SOCIAL WORKER.
27.03.92	BRIEF HOME VISIT TO	INFORM MRS. DOWELL re Rotary application; she is concerned about Donna's school situation; does not get on with technical teacher, Mr. Watt. EC/EA.	<i>E. Cradden</i> E. CRADDEN SOCIAL WORKER.
	30th March - 3rd April 1992 : WRITER ON TRAINING COURSE.		

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
10.03.92	HOME VISIT to Dowells	Both Margaret and Jock present. Donna off school to help out Margaret. Dowells could not manage to attend meeting at Carronshore Primary re John; Jock to go tomorrow. Also problems with sticking front door and fusing light bulbs. Jock to contact Falkirk District Council. During visit Gail Martin and accountant arrived for signature of trust deeds. Writer accompanied to door by Margaret - she was very upset and tearful about incident with neighbour's five year old child who told Margaret that Jock should give her more money, and she should put her washing away into wardrobes. Also informed Dowells of possibility of SWD contributing towards phone. Next visit arranged for 18th March at 10.30 a.m. EC/EA.	E. CRADDEN SOCIAL WORKER.
11.03.92	TELEPHONE CALL FROM	GLYNIS McBRIDE, Health Visitor: She has spoken to Dr. Rennie re application to Rotary Club. Wants more information on Dowells needs and income. Referred to Helena Tuer, Social Work Assistant. EC/EA.	
11.03.92	TELEPHONE CALL FROM	MRS. DOWELL re problems with neighbours; wants visit. Duty officer suggested contacting Housing Department for appointment with Housing Visitor. EC/EA.	E. CRADDEN SOCIAL WORKER.
26.03.92	TELEPHONE CALL FROM	MRS. DOWELL : has problems with next door neighbour who does not want children playing in back garden; suggested she contact the housing department. Mrs. Dowell visited her father at weekend with children. Donna still has difficulties at school, expected to identify boy selling drugs in school.	E. CRADDEN SOCIAL WORKER.
26.03.92	TELEPHONE CALL FROM	DR. RENNIE, Rotary Club. Writer or Helena Tuer, S.W.A., to contact Ken Watson (Home : 37412; Work: 22999), with Dowells correct address.	
27.03.92	TELEPHONE CALL FROM	KEN WATSON (ROTARY) : Everything in hand. EC/EA.	<i>E. Cradden</i> E. CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED __:__: TIME FINISHED __:__:

Caseplan for period 06.02.92 to 05.03.92 (date)

(Social) Worker ELKE CRADDEN

Senior C. McMILLAN

Client Name DOWELL

Client file no DD08973b

Summary of work done since last session/present situation

Case Plan - Summary

Assessment

Tasks

Estimated time required

- | | |
|--|---------|
| 1. Weekly visits | 6 hours |
| 2. Liaison with schools/health visitor | 2 |
| 3. | |
| 4. | |
| 5. | 8 |
| 6. | |
| 7. | |
| 8. | |

Senior's Comments

Three visits in month rather than four : -2 hours.

Agreed Hours

6 hours

Date of Next Session

Client Name

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

Client Name

DOWELL

Client File No.

DD08973b

Page No.

33

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
03.03.92	TELEPHONE CALL TO GAIL MARTIN, Denny Area Office.	Will contact the Dowells and make appointment for next week. EC/EA.	<i>E. Cradden</i> ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
24.02.92	TELEPHONE CALL FROM	MARGARET DOWELL re installation of telephone; was advised by BT that intallation would cost £150. Advised Mrs. Dowell to contact Glynis McBride, Health Visitor, who may be able to negotiate with B.T. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
24.02.92	TELEPHONE CALL TO MAUREEN MOORE, Guidance Teacher at Larbert High School. Mrs. Moore unsure why Donna fell out with Technical teacher (Mr. Watt). Due to discuss this incident with Mr. Watt soon. Donna usually okay at school; occasionally "insolent", attendance much improved since last year. EC/EA.		ELKE CRADDEN SOCIAL WORKER.
25.02.92	TELEPHONE CALL TO GLYNIS McBRIDE, Health Visitor. Margaret Dowell contacted her yesterday re problems over phone. B.T. want £150 deposit and £150 installation fee. Mrs. McBride does not think she will be able to find money for this. Discussed possibility of MECS: Writer to explore. May have to go ahead with sequestration before phone is installed. EC/EA.		ELKE CRADDEN SOCIAL WORKER.
25.02.92	TELEPHONE CALL TO GAIL MARTIN: thinks that papers have to be signed soon, as creditors may soon take court action. Writer agreed to discuss with Mrs. Dowell. EC/EA.		ELKE CRADDEN SOCIAL WORKER.
02.03.92	HOME VISIT TO MARGARET DOWELL. Decided to delay phone installation. Writer to investigate MECS and SWD phone installation. Writer to contact Gail Martin. Dowells in agreement to writer contacting St. Vincent de Paul Association for help. Margaret and Jock to attend meeting at Carronshore Primary School to discuss John's problems at school, in particular bullying and recent attack on John by other pupils. Arranged home visit for 9th March at 10.50 a.m. EC/EA.		<i>E. Cradden</i> E. CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
13.02.92	BRIEF HOME VISIT TO	DOWELLS : Mrs. Dowell signed charity application. Mr. Dowell also present; house very tidy. EC/EA.	E. CRADDEN SOCIAL WORKER.
14.02.92	TELEPHONE CALL FROM	G. McBRIDE, Health Visitor - Left message to say she is on holiday next week, and Chest, Heart & Stroke agreed to pay £70 towards phone installation. EC/EA.	E. CRADDEN SOCIAL WORKER.
19.02.92	TELEPHONE CALL FROM	MARGARET DOWELL - Has had letter from Sheriff Officers announcing poinding from 24th February onwards. Agreed to discuss during tomorrow's visit. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
20.02.92	HOME VISIT to Mr. &	Mrs. Dowell - agreed to contact Gail Martin re poinding and to find out if rent arrears are included in sequestration. Mr. Dowell to arrange for installation of phone now that money is available.. Mr. & Mrs. Dowell believe it impossible to accommodate home help in mornings, and want to wait for appointment of family aide. Agreed to call at Dowells briefly tomorrow re poll tax arrears. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
20.02.92	TELEPHONE CALL TO	GAIL MARTIN, Money Adviser. Will contact Dowells and make appointment. Will contact Sheriff Officers on Monday 24th to try to stall poinding. EC/EA.	ELKE CRADDEN SOCIAL WORKER.
21.02.92	BRIEF HOME VISIT TO	DOWELLS TO ADVISE THEM THAT Gail Martin will contact Sheriff Officers re poll tax EC/EA.	<i>E. Cradden</i> ELKE CRADDEN SOCIAL WORKER.

Signature (Senior/Supervisor)

WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED __:__: TIME FINISHED __:__:

Caseplan for period 17.1.92 to 14.2.92 (date)

(Social) Worker SE Senior C.M.M

Client Name DOWELL Client file no _____

Summary of work done since last session/present situation

Weekly contact continues, with main focus on finance, marital relationship and the management of the children.

Mr + Mrs Dowel continue to experience marital difficulties.

Case Plan - Summary

General ongoing support continues.

Tasks

Estimated time required

1. Weekly home visits
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

6 hours

Senior's Comments

Agreed Hours

Date of Next Session

DOWELL : DD08973b

TRANSFER SUMMARY - continued

29a

1. Reason for Referral/Nature of Problem, etc.:

(4) Discussions with Mr. & Mrs. Dowell re their management of the children.

ASSESSMENT**5. Workers evaluation of current problem(s)/service(s) required**

As stated, the writer has only worked with this family for a short time, however, given the assessment made over a prolonger period of time, it would appear that Mr. & Mrs. Dowell have had⁸/longsanding, poor marital relationship which has affected the family as a whole. Mrs. Dowell is dependent on Jock, and looks towards him as "the breadwinner" and the man who supports his family. Mr. Dowell very clearly looks upon Mrs. Dowell as the "housewife" - the person who should be able to run and manage the house without any assistance from him. Although very traditional in this view, the Dowells do not seem to be able, nor willing, to change this and

6. Options for problem solving/service delivery

look for support from the SWD in managing their traditional roles.

Practical difficulties can be alleviated through assistance from Gail Martin, Money Adviser, Helena Tuer, S.W.A., applications to charities, and the input of a home help. On an emotional level, both Mr. & Mrs. Dowell require constant counselling with regards to their relationship and their management of the children.

7. Reasons for continuing contact

Clearly there is a need for further input into this family at this time, and this is seen mainly to support Mrs. Dowell within the family, alleviating some of the pressures there.

ACTIONS AND OBJECTIVES**8. Plans agreed with the client**

Social work contact to continue.

Input from money adviser, social work assistant, and possibility of a home help.

9. Note any difference of opinion regarding Information/Problem(s)/Service(s)/Plans**10. Suggested Worker Tasks**

To continue to visit the family on a regular basis, offering advice and support as required. To make an application for family aide input when this post has been filled.

Suggested Client Tasks

Although tasks are suggested to Mr. & Mrs. Dowell it is very difficult to establish if these are carried through. Both Mr. & Mrs. Dowell are aware they need to examine their relationship, the management of the children, and the financial position within the house.

Date of Review _____

Signed (Worker) _____

Sharon Graham

Date _____

12th February 1992.

Client/Representative _____

Date _____

Senior/Supervisor _____

Date _____

TRANSFER (SUMMARY)

Date of Referral 3rd April 1991

Date of Last Review

DESCRIPTION**1. Reason for Referral/Nature of Problem, etc.**

This family were initially referred to the SWD for emotional support and practical advice. During the sporadic contact the SWD have had with the family, this emotional and practical support has continued. There are five children in this family, and the pressure of caring for the children, Jock and running the house, with the added health problems which Margaret Dowell has, has meant that Mrs. Dowell has required a great deal of support in order to maintain herself in the house. She looks towards the social work department for practical support, advice, and someone who can advise her objectively. The main areas and focus of work for this family are (1) marital relationship and its instability; (2) supporting Mrs. Dowell and finding ways to alleviate pressure from her; (3) Encouraging her to accept the input of a home help and the possibility of a family aide when an

2. Summary of Work Done/Aims Achieved appointment is made; (4)/.....

The writer has only worked with the family for a short period of time, and this has been the main reason related to practical advice such as the input of Gail Martin, Money Adviser; applications being made to charitable organisations; input of a home help service.

3. Summary of Work not Completed/Aims not Achieved

Change within the Dowell family will be very slow. It may be that great changes will not be effected with regards to the marital relationship of Mr. & Mrs. Dowell, (the status quo has existed for 14 years); however, Mrs. Dowell does respond to emotional support on a day-to-day basis and financial advice.

4. Client's present definition of the problem(s)/service(s) required

Both Mr. & Mrs. Dowell see their main difficulties being related to finance and the alleviation of this. However, it is very difficult to determine specific problems at any one time as these change with each visit. Mrs. Dowell is able to see that she should be receiving more support from Mr. Dowell, and they should have a more harmonious marital relationship. However, Mr. Dowell is unable to see this and he places a lot of the blame on Mrs. Dowell.

Client Name

Client File No.

Page No.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

Client Name

DOWELL

Client File No.

DD08973b

Page No. 28

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
10.02.92	continued	on a practical basis in order to effect any change within the home circumstances. Discussed transfer of the case, and arrangements made for Ms Cradden to visit with the family. CASE TRANSFERRED TO ELKE CRADDEN. SG/EA.	SHARON GRAHAM SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
31.01.92	- continued	stability for the children. Margaret is clearly unsure about what she really wants to do, and obviously needs more time to think about this before making any decisions. The writer agreed to discuss this further with the couple when she visits on the 4th February. SG/EA.	SHARON GRAHAM SOCIAL WORKER.
04.02.92	HOME VISIT TO MARGARET DOWELL	ET DOWELL : Margaret seemed in better spirits today; and and Jock had again resolved their difficulties, and Margaret is definitely to get a washing machine this week. This is obviously very clearly releasing some pressure from Margaret. Also, Margaret has met with the accountant and they have made the decision to delay bankruptcy until the telephone is installed. It is a very difficult situation; Margaret is clearly suffering and under a great deal of pressure, and Jock seems to be unable to alleviate any of this. Margaret is to meet with Mrs. Barclay, HHO, later today to discuss the possibility of a home help. SG/EA.	
05.02.92	DISCUSSION WITH MRS. BARCLAY, HHO.	Mrs. Barclay advised that Margaret Dowell stated she did not wish a home help. Discussed this, and it is felt that this is to do with Margaret being embarrassed at needing a home help, and the mess the house is in rather than a realistic view of her ability. It was agreed that this would be pursued further with Mrs. Dowell. SG/EA.	SHARON GRAHAM SOCIAL WORKER.
10.02.92	HOME VISIT TO MARGARET DOWELL, accompanied by Elke Cradden, S.W.	This case is to be transferred to Ms Cradden and Mrs. Dowell had been advised of this previously. Today's visit had been arranged in order to transfer this case. All children were seen today as they were in from school for lunch, and Donna was home as she had a dentist's appointment. Carrie Anne, the baby, was not well. Mrs. Dowell had phoned her Health Visitor, Mrs. McBride, and the writer agreed to phone Mrs. McBride later this afternoon and ask her to make a visit. Margaret seemed much more relaxed and at ease today, and clearly was enjoying using the twin tub washing machine which she got last week. As stated, previously, support to this family has clearly got to be on/.....	SHARON GRAHAM SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
20.01.92	HOME VISIT TO MARGARET	ET DOWELL as arranged. Again much of the discussion today surrounded Margaret - her health and the difficulties she is experiencing at the moment. Margaret views the discussions with the writer as almost a way in which to "moan" about life in general, and she appears to feel better after she has done this. Work with this family clearly has to be on a practical basis in order to effect change - i.e. helping them to obtain a washing machine, telephone installation, and the possibility of a home help/family aide. Mrs.Dowell has agreed that the writer should approach Robbie Barclay, HHO, with a view to a home help input.	
		SG/EA.	SHARON GRAHAM SOCIAL WORKER.
28.01.92	HOME VISIT TO MARGARET	ET DOWELL as arranged. Margaret and Jock appear to be keen to follow the line of bankruptcy and are meeting with Gail Martin and the accountant this afternoon. It is very important that the family have a telephone installed, and Margaret will be asking if they can delay declaring bankruptcy until the phone has been installed. Each week the writer visits a new problem seems to be raised; Margaret has the opportunity of getting a washing machine this week from a relative of Jocks, and this will clearly alleviate some of the pressures in the house as at the moment Margaret has to do all the washing by hand in the bath.	
		SG/EA.	SHARON GRAHAM SOCIAL WORKER.
31.01.92	PHONE CALL FROM MARGARET	: Margaret had phoned the writer on Wednesday (29th January), complaining about Jock not giving her money for the washing machine and saying that things were quite difficult between herself and Jock. Today Margaret phoning to say that she was going to separate from Jock as she "had had enough" and was going to move in with her sister at 231 David's Loan, Bainsford. The writer advised Margaret re this, and the need for her and Jock to be very sure as to what they actually wanted to do, and offering stability/.....	

Signature (Senior/Supervisor)

WORKLOAD MANAGEMENT - CASE PLANNING FORM

To be completed for the first workload management session following inclusion of the case in a worker's workload, and at four weekly intervals

FORM COMPLETION : TIME STARTED ____:____ TIME FINISHED ____:____

Caseplan for period 17.12.91 to 17.01.92 (date)

(Social) Worker SHARON GRAHAM Senior CAROL McMILLAN

Client Name DOWELL Client file no DD08973

Summary of work done since last session/present situation

Family experiencing severe financial difficulties.

Mrs. Dowell not coping well with five children.

Case Plan - Summary

General ongoing support continuing.

Tasks

Estimated time required

- | | | |
|----|--|---------|
| 1. | Weekly sessions with Mr. & Mrs. Dowell x 2 | 3 hours |
| 2. | Liaison with Gail Martin, Money Adviser. | ½ hour |
| 3. | Liaison with Health Visitor | ½ hour |
| 4. | | |
| 5. | | |
| 6. | | |
| 7. | | |
| 8. | | |

Senior's Comments

Reduce to one session.

Agreed Hours

2½ hours

Date of Next Session

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
13.01.92	continued	at length, Margsret's relationship with Jock and the difficulties appear to stem mainly from the fact that Mr. Dowell is unwilling to help around the house, or support Margaret in any way. Margaret and Jock were meeting with Gail Martin this afternoon to discuss bankruptcy. Both realise that in order to alleviate their financial diffiulties it may be that they have	
15.01.92	PHONE CALL TO GLYNIS	to go bankrupt, although Margaret is extremely concerned that this will mean she will not have a phone installed. SG/EA. McBRIDE, Health Visitor. To discuss current situation with the family. Mrs. McBride has been advised by the Chest, Heart & Stroke Association that they are awarding a grant to the Dowells for the installation of a telephone, but they are concerned as to how the Dowells will manage	SHARON GRAHAM SOCIAL WORKER.
		to pay rental, etc., for this. Given the Dowells are going to declare bankruptcy, it may be that there will be more money around the house to pay for a telephone given that the phone is a necessity. SG/EA.	SHARON GRAHAM SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
09.12.91	VISIT TO MARGARET DOWELL	WELL : Again, Jock joined us later. Discussed again with the family: (1) the financial position and (2) Margaret's health, and the way in which she organised the house. The house is very poorly furnished and maintained, and although I feel Margaret would be good at organisation and maintaining the house, at the moment she is under a great deal of pressure from the children, Jock, and poor health, and is clearly not able to manage the house. Informed the family that Gail Martin, Money Adviser, would visit them this week and also that I would bring Helena Tuer, S.W.A., with me on my next visit to discuss applications to Charities. SG/EA.	
16.12.91	HOME VISIT TO THE DOWELL HOUSEHOLD ACCOMPANIED BY HELENA TUER, S.W.A.	Again Margaret and Jock present and we fully discussed their financial situation and details taken for applications to charities. Miss Tuer agreed to contact Charities on their behalf. I had taken some toys and jumper with me that had been given to the Department. The children in this family will receive no Christmas presents this year as their parents are unable to afford them. SG/EA.	SHARON GRAHAM SOCIAL WORKER.
06.01.92	PHONE CALL TO GAIL MARTIN, Money Adviser:	Mrs. Martin was off sick before Christmas and had not been able to visit the Dowell family. She will visit them later this week. SG/EA.	SHARON GRAHAM SOCIAL WORKER.
06.01.92	LETTER SENT ARRANGING HOME VISIT FOR 13th January 1992.	SG/EA.	
13.01.92	HOME VISIT AS ARRANGED	: Mrs. Dowell present. Margaret informed that Christmas and New Year had been a particularly difficult time for herself and Jock, and on Christmas Day she walked out of the house, leaving Jock with the children. This appears to have been a result of Margaret's "guilt" feelings at not being able to provide adequate Christmas presents for the children, and is significant of the pressure Mrs. Dowell is under at the moment. Discussed at/.....	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
02.12.91	HOME VISIT TO MARGARET DOWELL	Initially Mrs. Dowell was on her own, and then Jock got out of bed and joined us. This was a lengthy visit to Mr. & Mrs. Dowell: the couple fully explained their circumstances and the difficulties they see themselves in. The couple perception of this is related mainly to their financial difficulties and it was established that they do indeed have severe financial difficulties, as listed in the case file.	
		Discussed with them possible ways of eliminating their financial difficulties - i.e. Gail Martin, Money Adviser, visiting the family and the possibility of making applications to charities. Both Mr. & Mrs. Dowell informed that they have an unstable relationship, and that the marital difficulties can cause problems within the family home. Another presenting factor by the parents was their management of the children, and the children's expectations of their	
		parents. i.e. mainly related to Mr. Dowell complaining about the way in which Margaret handles the children - giving in to them. Discussed with the family, myself visiting them on a weekly basis at the present time. I feel that Mrs. Dowell is very vulnerable and clearly struggling to maintain herself and the family and requires this increased support. On a more practical level, the most prominent practical help that could be offered to this family is	
		(1) applications to charities for a washing machine; (2) Gail Martin be asked to visit; (3) contact with the Health Visitor re the installation of a phone from the Chest, Heart & Stroke Association. SG/EA.	SHARON GRAHAM SOCIAL WORKER.
04.12.91	PHONE CALL TO GLYNIS McBRIDE	Health Visitor, involved with the family. Mrs. McBride informed that she has had a lengthy input with this family, and is very concerned about Mrs. Dowell's ability to manage. As discussed with Mrs. Dowell, Mrs. Dowell suffers from severe asthma and it is seen that a telephone installation is a necessity in this family. Arranged with Mrs. McBride that we would both liaise regularly re this family. SG/EA.	SHARON GRAHAM SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
25.11.91	continued	stated they were not upset but merely laughed at her. Barry agreed that this was what happened when his mum gave them into trouble, and that on the whole the children did not pay much attention but laughed. The writer was concerned by Mrs. Dowell's presentation. She was extremely low and listless. Enquired if Mrs. Dowell had been in touch with her G.P. lately and enquired if she had been prescribed anything - e.g. anti-depressants. Mrs. Dowell stating that she has not seen her G.P. for some time and has not been prescribed anything. Mrs. Dowell agreed to visit the G.P. to discuss situation re her current mental state. Agreed to make referral to S.W.A. re possibility of financial help, and to discuss with Carol McMillan, S.S.W., regarding the possibility of allocation. KK/EA.	K. KIRKPATRICK DUTY SOC.WRKR.
25.11.91	DISCUSSION WITH CAROL	McMILLAN, S.S.W. Agreed that the case be allocated. Letter to be sent to Mrs. Dowell arranging office visit for later in the week at which time she will be informed of which worker the case has been allocated to. KK/EA.	K. KIRKPATRICK DUTY SOC.WRKR.
25.11.91	LETTER SENT TO MRS.	DOWELL (see file) requesting duty visit on Friday 29th November at 10.45 p.m. KK/EA.	KK K. KIRKPATRICK DUTY SOC.WRKR. 27.11.91.
29.11.91	DUTY REFERRAL : Office	visit by Mrs. Dowell. The purpose of this appointment was to meet with social worker who was being allocated to Margaret Dowell. The writer introduced herself to Mrs. Dowell and made arrangements to visit at the family home on Monday 2nd December. SG/EA.	SHARON GRAHAM DUTY SOC.WRKR. 02.12.91.

Signature (Senior/Supervisor)

ASSESSMENT**5. Workers evaluation of current problem(s)/service(s) required**

The poor marital relationship: both partners are selfish in their marital relationship; Mrs. Dowell is dependent on her family and friends and finds it difficult to refuse them access to the house. Consequently, her family and friends are frequent visitors to the house. She is dependent on Jock but he is inconsistent in his assistance and support of her and the family. Financial problems, expectation difficulties of each other and of the children.

6. Options for problem solving/service delivery

Social worker to continue to offer advice, guidance and assistance where necessary and to assist Mr. & Mrs. Dowell work through their marital difficulties inasmuch as Margaret and Jock will allow this. Continuous liaison with the agencies involves - i.e. Health Visitor, and Alan Cunningham, Social Worker, Bellsdyke Social Work Unit, - for as long as this is useful. Referral to the Family Aide should be maintained.

7. Reasons for continuing contact

To help Margaret Dowell maintain the family on a positive basis.

ACTIONS AND OBJECTIVES**8. Plans agreed with the client**

Social work contact to continue. Note any difference of opinion. Jock is very suspicious of the Social Work Department; sometimes these suspicions are reflected in Margaret's attitude also. Consequently, ongoing social work support while it is requested at this time may need to be encouraged.

9. Note any difference of opinion regarding Information/Problem(s)/Service(s)/Plans**10. Suggested Worker Tasks**

To visit the family regular to offer advice and guidance as appropriate. To give Margaret and Jock Dowell practical as well as emotional support. To liaise with the necessary agencies

Suggested Client Tasks

Margaret Dowell and Jock Dowell require to work at their relationship and to look at their expectations of each other and of the children. They require to be encouraged to make joint decisions with regard to family matters. They need to consider each other's needs and those of their children. Margaret to take on no more debts; Jock to encourage her in this. Jock and Margaret to ensure the continued health and welfare of their children.

Date of Review

DECEMBER 1991

Signed (Worker)

K. WIECZOREK

Date

2nd October 1991.

Client/Representative

Date

Senior/Supervisor

Date

TRANSFER (SUMMARY)Date of Referral 3rd April 1991.Date of Last Review N/A.**DESCRIPTION****1. Reason for Referral/Nature of Problem, etc.**

To offer emotional support and practical advice. Margaret Dowell had at this time of referral separated from her husband Jock Dowell. There are five children aged 13, 12, 7, 3 and 8 months. Margaret had her sister Christine McAllister living with her and she had lived there for approximately one year having been an in-patient at Bellsdyke Hospital (long-term). Margaret Dowell requested support to assist her to work through her financial difficulties and to assist her to maintain the house.

2. Summary of Work Done/Aims Achieved

Regular and frequent contact made with Margaret Dowell and advice given and emotional support given. The social worker made contact with Jock Dowell and following discussion with Mr. & Mrs. Dowell it was agreed that the Social Worker should begin to tackle the issues of the marital difficulties which is the crux of the overall situation. Mrs. G. McBride, Health Visitor, obtained £200 from the Children in Need Fund and this money was to go towards the cost of a holiday for the family. Mr. & Mrs. Dowell arranged that they would have a caravan holiday which will begin in mid-August. Liaison with Mrs. McBride and Alan Cunningham, Social Worker at Bellsdyke Hospital, was maintained throughout social work involvement. Also liaison with a number of agencies such as DSS and Debt Collecting Agencies.

3. Summary of Work not Completed/Aims not Achieved

Change has not been effected in the Dowell household. Their marital relationship requires to be looked at in depth and changes there exacted.

4. Client's present definition of the problem(s)/service(s) required

Both Mr. & Mrs. Dowell's definition of the problems and difficulties varies from week to week. Mrs. Dowell consistently believes that her difficulties lie in her financial strait and she needs emotional support in working through this. Mr. Dowell tends to see the problem in light of financial difficulties, his relationship with Margaret's family in Cowie, and the nature of Jock and Margaret's disagreements, namely Margaret refuses to allow Jock to be part of the decision-making process. His disciplining of the children is always countermanded by Margaret. He however, fails to see Margaret's need for social work support and cannot understand her inability to cope with her present situation.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
08.08.91	TELEPHONE CALL TO ALAN	CUNNINGHAM who agreed in principle that the Dowells should receive attendance allowance in respect of Christine, however, the attendance allowance is on hold at this time, and money has not come through. Susan Colquhoun, Family Aide, now no longer visits the Dowells and offer support. Jock refuses to accept a home help into the home. Mr. Cunningham agreed to contact the Dowells following his return from annual leave to discuss with them the debt	
		Christine McAllister owes to catalogues held by Margaret Dowell. Christine owes approximately £350 to Margaret's catalogues. Christine is supposed to negotiate payment with Margaret. However, Mr. Cunningham now willing to become involved and will discuss this with Margaret and Jock direct. It is not known if Christine will be discharged from Bellsdyke, but if she is discharged she will not be returning to live with the Dowells at their request.	K. WIECZOREK SOCIAL WORKER
		CASE FOR TRANSFER. KW/EA.	02.10.91.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
29.07.91	LETTER TO THE DOWELLS	S advising them of the arrangements which I made on their behalf for them to collect the money for their holiday which Mrs. McBride had received for them from Children in Need - see copy letter in file. KW/EA.	K. WIECZOREK SOCIAL WORKER.
30.07.91	MR. DOWELL TO OFFICE	following receipt of my letter. Mr. Dowell is not happy with the content of the letter. He required more immediate action. KW/EA.	K. WIECZOREK SOCIAL WORKER.
31.07.91	TELEPHONE CALL FROM	MR. DOWELL in respect of the money he is to receive from Children in Need. Eventually Mr. Dowell received his money in full from this office and used this as a payment towards the cost of the holiday. He agreed to give Mrs. McBride the receipts which Children in Need Fund require her to forward to them. KW/EA.	K. WIECZOREK SOCIAL WORKER.
08.08.91	1st and 2nd August FINAL VISIT TO THE DOWELLS.	: SOCIAL WORKER ON ANNUAL LEAVE. We discussed the present situation regarding their marital relationship, and with regard to the family situation - i.e. Christine McAllister and Margaret's relationship with Margaret's family which continues to be an issue for Jock. Jock requested I call Alan Cunningham to arrange for them to see Alan to discuss the financial matter concerning Christine. KW/EA.	K. WIECZOREK SOCIAL WORKER.
08.08.91	TELEPHONE CALLS TO	GLYNIS McBRIDE, Health Visitor, to advise her I would be leaving this office very shortly and another social worker would take over the case. Mrs. McBride will re-refer if the situation deteriorates again. KW/EA.	K. WIECZOREK SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
03.07.91 =	continued	completion by the DSS of Margret's application for family credit and re-evaluation of her income because Jock is in employment and Jock is contributing to the family home. I used the situation with Margret's family to look at their decision making process in the family home between Jock and Margaret. Arranged to see them again on 11th July. KW/EA.	K. WIECZOREK SOCIAL WORKER.
08.07.91	PHONE CALL FROM MARGARET DOWELL	: Seeking advice - advice given. Margaret was distraught on the phone and I attempted to calm her down with emotional support as well as practical advice. KW/EA.	K. WIECZOREK SOCIAL WORKER.
10.07.91	BRIEF VISIT TO MARGARET DOWELL	FOR A QUICK ASSESSMENT OF THE PRESENT SITUATION, in light of Monday's telephone call. Margaret calmed down quite significantly. KW/EA.	K. WIECZOREK SOCIAL WORKER.
11.07.91	HOME VISIT TO MARGARET AND JOCK DOWELL	: Discussed issues as above. Appropriate advice and support given. Next visit arranged for the 17th July. KW/EA.	K. WIECZOREK SOCIAL WORKER.
17.07.91	HOME VISIT AS ARRANGED	: Issues raised as above. Advice and emotional support given. Arranged to call and see them on 29th July. KW/EA.	K. WIECZOREK SOCIAL WORKER.
18.07.91	26.07.91 : SOCIAL WORKER ON ANNUAL LEAVE.	KW/EA.	
29.07.91	HOME VISIT TO MARGARET AND JOCK DOWELL	: During this visit we discussed the holiday which Jock had booked for the family and we discussed the practical arrangements for Jock acquiring the money from the Larbert Office. Discussed with Margaret and Jock the fact that I would be leaving the social work office to take up a post elsewhere in the Region, and discussed with them their requirements for another social worker. Arranged final home visit for 8th August.	K. WIECZOREK SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
01.07.91	HOME VISIT TO MARGARET AND JOCK DOWELL	G.P. had visited Carrie Ann and now she was improving. G.P. had prescribed medication and the baby was able to keep food down. I discussed with Margaret and Jock, Jock's visit to the office to see me. Margaret was very unhappy that Jock had made her cancel the holiday to Butlins. She believed that this would have been the solution to all her cares. During this visit Jock and Margaret began a heated discussion and Margaret became so upset threw a wallpaper stripper at Jock which caught him on the knee. None of the children were around, however, Jock flew to his feet and chased Margaret out of the living room. This is an indication of the severe disfunctioning of this family. Margaret was tearful but eventually came back into the living room. Eventually accepted that the trip to Butlins should be cancelled and that they would plan a caravan holiday for later in the year. Jock and Margaret both agreed that the social worker should work on the decision making issues with Margaret and Jock. Again this raised its head today when Margaret attempted to reprimand the children for wakening Carrie Ann in the garden; Jock attempted to take the matter in hand and Margaret retaliated against him. This appears to be their way of managing the situation and it is causing the family relationships to come into conflict and disharmony. Next visit - 3rd July 1991. KW/EA.	
03.07.91	HOME VISIT TO MARGARET AND JOCK DOWELL as arranged.	Christine is now back in Bellsdyke Hospital. Jock has now said she has not to return to the house. Margaret seems to be accepting of this, although is not happy about it. Tried to address some of the issues of decision making, attitudes and feelings within the house. Margaret and Jock have advised that now Jock is legitimately living back in the family home. The situation between the two of them appears to have stabilised as Jock is seldom in. The writer considers that nothing has changed for Margaret and Jock and the family except their anxieties have shifted onto another topic, namely Christine. They are both becoming very anxious at Margaret not having received Christine's attendance allowance. They are becoming very anxious because Margaret's family are now becoming more involved with Christine in anticipation that they will benefit financially from Christine, and, finally, they are very anxious at the unsuccessful completion/.....	K. WIECZOREK SOCIAL WORKER

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
27.06.91	MR. DOWELL TO OFFICE	To advise they had received the letter booking the holiday. During this office discussion with Mr. Dowell, Mr. Dowell made one or two things clear hitherto unknown to the writer: 1. He had no intention of going to Butlins Wonderwest World with his wife and children as they could not afford it. He advised me I must cancel the holiday. He advised he has told his wife he was visiting me today. He also	
		had advised his wife that if she did not cancel the holiday then they would remain separated for good. Jock advised that he was unhappy with the present situation in respect of Margaret, and the decision making process. Margaret apparently does not consult Jock about any decision making. She counteracts all his wishes and all his decisions, and Jock agreed that this was an area with which the social work department could help. Jock acknowledges that this situation is serious in the house, and he blames this as the reason	
		for their difficulties. Jock agreed that he would endeavour to be in the house during my next visit with Margaret in order we can get discussions off the ground and I advised him that in the circumstances I would cancel the holiday at Wonderwest. Jock is willing to take the family on a caravan holiday later on in the year when the caravans will be cheaper, and when they have been able to save some money so that they can have a more enjoyable holiday. This would seem to make some sense. I advised Jock I was unable	
		to visit the family today as I had a matter of great urgency which I had to deal with. I confirmed with Jock that I would visit Margaret and himself tomorrow and confirmed the time with him. Jock plans to take the family out for most of the day tomorrow, however, he will have them back in time for my visit in the late afternoon. This was a constructive meeting with Jock and very useful for the assessment purposes.	K. WIECZOREK SOCIAL WORKER.
28.06.91	SOCIAL WORKER ABSENT	ALL DAY ON SICK LEAVE.	
28.06.91	LETTER TO MRS. DOWELL	to advise her that the home visit arranged for today has been cancelled as worker sick. KW/EA.	K. WIECZOREK SOCIAL WORKER.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
19.06.91	HOME VISIT MADE TO	MARGARET DOWELL and advised her of my telephone discussion with Alan Cunningham yesterday. Margaret is happy that the meeting does not have to be held in her house. Mrs. Dowell seemed more settled today and now advised me that Jock is spending more time in the house, and she would like to have him back to stay. Advised that the Housing Department would not turn over the garden with the rotovator. Mrs. Dowell wishes this to be checked with Community Service. Advised Margaret that Community Service will not do this if Jock was living in the house. Arranged to see her again on 26th June.	
26.06.91	HOME VISIT TO MARGARET AS ARRANGED :	During this visit Margaret Dowell advised that Carrie Ann had been unwell; she had had diarrhoea for the last three days and she asked if I would phone the doctor for her. Agreed to do this.	K. WIECZOREK SOCIAL WORKER.
		During my visit, we discussed Mrs. McBride's acquisition of £200 from the Children in Need Fund on behalf of the Dowell family to enable them to go on holiday. Mrs. Dowell asked me book Butlin's Wonderwent Holiday at Ayr for one week from 17th August, self-catering. Margaret intended that Jock should also go on holiday too as he was now almost a permanent fixture in the house apart from when he was not working but seemed to be all the time.	
26.06.91	TELEPHONE CALL TO THE G.P.'S surgery.	Receptionist noted request for a visit by the G.P. to Carrie Ann and receptionist advised me that G.P. would call today.	K. WIECZOREK SOCIAL WORKER.
		Agreed to book the holiday for them and advised I would visit on 28th June. KW/EA.	K. WIECZOREK SOCIAL WORKER.
26.06.91	FOLLOWING A TELEPHONE CALL TO BUTLINS,	I wrote to Margaret Dowell to advise her that I had booked the holiday at Butlins Wonderwent World in Ayr (see copy on file). KW/EA.	K. WIECZOREK SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
17.06.91	HOME VISIT AS ARRANGED.	During this visit Mrs. Dowell was extremely uptight and concerned about debt collecting agencies. Asked the writer to make a number of telephone calls for her which I agreed to do. Because of her level of anxiety, and because of the nature of the request, I left Mrs. Dowell to make the phone calls in the office.	
	TELEPHONE CALLS WERE DULY MADE	and I then returned to the Dowell household to speak to Margaret Dowell, and advise her of the outcome of the telephone calls.	
		Successful negotiations with the debt collecting agencies and Mrs. Dowell will receive a second payment book from one of them. The Debt collection agency advises that Mrs. Dowell should not use the post office as this not only costs her money, it also delays the times when the agencies expect payment. Consequently threatening letters are issued. Advised Margaret of this and she said that she will now use the slips to mail the payment to the agencies direct rather than have the post office send it to them.	
		Next visit arranged for 19th June because of the present nature of her difficulties.	
		KW/EA.	K. WIECZOREK SOCIAL WORKER.
18.,06.91	TELEPHONE CALL TO ALAN CUNNINGHAM,	Bellsdyke Social Work Unit. This was at Margaret's request. Margaret concerned that a meeting is to be held in her house which is to involve the Social Work Department for the Cowie area in which Christine's daughter Kirsty lives with her grandfather. Margaret does not wish to be involved with this meeting. Discussed this with Mr. Cunningham and he confirmed that Margaret Dowell does not need to be part of this meeting. Addressed Susan Colquhoun's time spent with Margaret and asked Alan Cunningham if this could be increased. Alan Cunningham will look into this in conjunction with Susan Colquhoun. We address the issue of Christine.	
		KW/EA.	K. WIECZOREK SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
10.05.91	continued	should she get into any difficulties. Christine and Margaret agreed with this. Also agreed that Christine would only sit whilst holding the baby, that she would not walk about holding the baby. The reasons these decisions were taken was in light of Christine's difficulty in respect of her legs giving way on occasion and we want to protect the baby and therefore Christine agreed not to walk about with the baby but would sit on the settee and hold the baby.	
		Mr. Cunningham is of the opinion that emotionally Christine is not a risk to the welfare of the children; her previous difficulties and nature of her difficulties and experiences, supports Alan's thoughts on this matter. As I left arranged next home visit for 23rd May when I planned to meet with Susan Colquhoun and possibly Alan Cunningham at the Dowells to enable me to assess the pattern of support and to discuss with Susan Colquhoun and Margaret Dowell the type of support Margaret Dowell would require. KW/EA.	
23.05.91	HOME VISIT AS ARRANGED.	Susan Colquhoun and Alan Cunningham were not present. Ms Colquhoun had already been to the Dowell family home today. Discussed the present situation, and Margaret Dowell's ability to cope. Discussed the stresses which were around for Margaret Dowell, and the financial situation. Barry and Carrie Anne in evidence.	K. WIECZOREK SOCIAL WORKER.
31.05.91	HOME VISIT AS ARRANGED.	To offer advice and support as necessary. Advice and support given. Arranged to call back on 10th June. KW/EA.	K. WIECZOREK SOCIAL WORKER.
10.06.91	HOME VISIT TO MARGARET.	Again, Susan Colquhoun, Family Aide was not present. I seem to keep missing her (!) and she appears to be taking Barry to the nursery as her task. Discussed the nature of the present difficulties and appropriate advice and support given. Arranged to call back on 17th June. KW/EA.	K. WIECZOREK SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
03.05.91	HOME VISIT TO MARGARET DOWELL and Christine.	Discussed the present situation in respect of the finances in respect of the fireguard - i.e. Margaret Dowell has now got a large nursery fireguard and this was in fact in evidence in front of the fire today. We discussed the present situation and her ability to cope. Addressed with her my telephone conversation with Mrs. McBride, Health Visitor, and addressed with Margaret and Christine my telephone call with Alan Cunningham yesterday. Confirmed with them that Mr. Cunningham and self would make a joint visit to them on 10th May.	
	6th/7th May 1991	KW/EA. SOCIAL WORKER ON PUBLIC HOLIDAYS.	K. WIECZOREK SOCIAL WORKER.
08.05.91	DURING SUPERVISION SESSION WITH S.S.W. Carol McMillan,	it was agreed that following Margaret Dowell's agreement, I would make a referral to the Family Aide in order to provide practical support to her in order to help her become more motivated and get herself into a routine of tidying the house. See referral to Family Aide on file. KW/EA.	K. WIECZOREK SOCIAL WORKER.
10.05.91	VISIT TO MARGARET DOWELL :	Alan Cunningham and Christine McAllister present. During this discussion we raised a number of issues: 1. Attendance allowance: Christine McAllister has applied for this. Mr. Cunningham has agreed to support this application. The Consultants at Bellsdyke have also supported this application. 2. Alan Cunningham has agreed to refer Margaret and Christine to Susan Colquhoun Family Aide at Bellsdyke Hospital in conjunction with my own application for the family aide in the Larbert Office. It may be that Susan Colquhoun could provide more recent involvement in the form of support. 3. Addressed Christine's ability to care for the children. During this interview we agreed that Christine should not take the baby in the pram outside unless one of the older children is with her to act as a form of support should/.....	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
26.04.91	TELEPHONE CALL FROM	MARGARET DOWELL TO ADVISE that she has to go to the dentist, so today's visit required to be cancelled. I was not in the office to take this call, and therefore no arrangement made for another visit. KW/EA.	K. WIECZOREK SOCIAL WORKER.
29.04.91	TELEPHONE CALL TO	GLYNIS McBRIDE, Health Visitor. Mrs. McBride was not available. KW/EA.	
30.04.91	TELEPHONE CALL TO	GLYNIS McBRIDE, Health Visitor. Mrs. McBride has applied to the Children in Need Fund for money for the Dowell family to go on holiday this year. She is still awaiting the outcome of this. Also discussed the nature of the fireguard with Glynis; she will look into this matter to see if she can come up with anything.	
		Also discussed with Glynis the fact that Mrs. Dowell has poor storage space. Mrs. McBride will keep an eye out for bits of furniture for Margaret. Mrs. McBride continues to offer ongoing and regular contact/support to Margaret Dowell and the family. KW/EA.	K. WIECZOREK SOCIAL WORKER.
30.04.91	LETTER OF APPOINTMENT	ARRANGING HOME VISIT FOR Friday 3rd May at 11.45 a.m. KW/EA.	
02.05.91	TELEPHONE CALL TO	ALAN CUNNINGHAM, S.W., Bellsdyke Social Work Unit. To discuss situation,. Mr. Cunningham had visited the Dowell family on 1st May, and had address with Margaret and Christine the issues I had raised with him during an early conversation, of the emotional ability of Christine to care for the children on their own.	
		Mr. Cunningham and the writer agreed that we would arrange a joint meeting to clarify the position for everyone. Arranged the joint visit for 10th May. KW/EA.	K. WIECZOREK SOCIAL WORKER.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
12.04.91 -	continued	lack of finance. Christine has agreed to hand over her money to Margaret. Arranged to call back on 22nd April. KW/EA.	K. WIECZOREK SOCIAL WORKER.
22,04.91	TELEPHONE CALLS TO GLYNIS McBRIDE, Health Visitor & The Housing Department in respect of the fire (keeps falling out). The Council agreed to look and fix the fire in due course. Also Mrs. Dowell would like gas central heating installed; however, she does not qualify for gas central heating by the Housing Department at this time. TELEPHONE CALL TO DSS : who advised that they must send the weekly payment to Margaret Dowell followin Margaret's weekly signature that her circumstances, i.e. Jock	remains out of the house. Advised the writer that this method can only be changed once they have had contact from Jock and once they have heard where he is working so that he can if necessary contribute to the maintenance for Margaret and the children.. KW/EA.	K. WIECZOREK SOCIAL WORKER.
22.04.91	HOME VISIT AS ARRANGED/advised her of the writer's telephone contact with Mrs. McBride, Health Visitor, the Housing Department and with DSS.	Margaret Dowell had the small fire and fire guard in front of the fire which was backed and on. We discussed this at length and I suggested to Margaret that she apply for a loan to DSS for a fireguard. Margaret does not wish to do this. advising she would not get a loan from	
		DSS at this time as she has just taken a £400 loan from them. She advises she will get a fireguard in the very near future - i.e.this week. Mrs. Dowell was more on edge today and advises this is because of her financial circumstances. For the second week in succession we looked at all her finances, and looked at how she can afford to pay off some of her arrears. She seems to have her own system of payment and does not wish to alter this method. Emotional support and practical support given. Arranged next home	K. WIECZOREK SOCIAL WORKER.

visit for the 26th April. KW/EA.

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
10.04.94 -	continued	Jock Dowell feeling that Mrs. Dowell is not pulling her weight. Mrs. McBride feels Mrs. Dowell and Mr. Dowell are both suspicious of social work department as they have had contact with this department over a number of years, and she is surprised, although delighted, that S.W. are now involved with Margaret Dowell and the family. Mrs. McBride and the writer agreed to keep in contact with each other. KW/EA.	K. WIECZOREK SOCIAL WORKER.
11.04.91	TELEPHONE CALL FROM MARGARET DOWELL	in respect of difficulties in non-receipt of three milk tokens. Agreed to phone DSS and agreed to phone her back. KW/EA.	
11.04.91	TELEPHONE CALL TO DSS	: the milk tokens were posted to Mrs. Dowell. She should receive them tomorrow. KW/EA.	
11.04.91	TELEPHONE CALL TO MARGARET DOWELL (PUBLIC CALL BOX).	Advised her of the above. She was very upset and distraught about this, however, I manage to glean from her that she did have enough milk to do her until they came tomorrow. This is an indication that Mrs. Dowell is not coping very well, and becomes very highly strung and worked up about things. Confirmed I will make a home visit tomorrow, 12th April.	
		KW/EA.	K. WIECZOREK SOCIAL WORKER.
12.04.91	HOME VISIT AS ARRANGED	: Mrs. Dowell a bit calmer today. She has received the milk tokens, but is not happy with the DSS as she feels they delayed too long in sending her the milk tokens. I agreed to determine if there was anything I could do about this and agreed to phone DSS. Discussed the fact that Margaret has a fire on and no fireguard in front of the fire. The fire is "backed" very high.. Stressed the need for her to obtain a fireguard; she has a small fireguard but I advised her that she required a large nursery type guard. Mrs. Dowell advised she will endeavour to get this. Carrie Ann and Barry in evidence today. Christine was not present in the house. Margaret also wants help to have the back garden cultivated and she wanted me to phone the council to establish if they can fix the fire for her as the bottom of the fireplace keeps falling. The hot coals have already burned the carpet. The house was a lot tidier today with fewer clothes about. The carpet had been swept. According to Margaret her main difficulty at this time is her lack of/.....	
Signature (Senior/Supervisor)			SWL161 - 11/89

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
08.04.91 -	continued	During this interview today, she wanted to talk and ventilate her feelings. Also ascertained that Mrs. McBride, health visitor is heavily involved with Margaret and her family, and I agreed to phone Mrs. McBride to ascertain the areas in which she is providing support to Margaret Dowell and the family. Also, Alan Cunningham Social Worker, Bellsdyke Hospital, is involved with Christine, Margaret's sister. Christine visits Bellsdyke Hospital on an out-patient basis approximately twice/three times a week.	
		Christine has been living on a permanent basis with Margaret and the family for just under a year. She advised she is coping with the situation and is happy to have Christine living with her.	
		In private with Margaret, Margaret advised me of some of the difficulties Christine has had in the past, none of which, according to Margaret, have manifested themselves while Christine has been staying with the Dowells.	
08.04.91	PHONE CALL TO INDIA BUILDINGS RE MARGARET DOWELL'S DEBTS.	Agreed to phone the debt agencies for Margaret, and arranged to visit her and the family again on 12th April. KW/EA.	K. WIECZOREK SOCIAL WORKER.
09.04.91	TELEPHONE CALL TO DEBT COLLECTION AGENCY RE MRS. DOWELL :	NO apparent problems with repayment plan. KW/EA.	
09.04.91	TELEPHONE CALL TO MRS. MCBRIDE, Health Visitor:	Mrs. McBride was not available. KW/EA.	
10.04.91	TELEPHONE CALL TO MRS. MCBRIDE, Health Visitor, to establish the nature of her contact with Mrs. Dowell.	Mrs. McBride advised the writer of the nature of the difficulties between Margaret Dowell and Jock Dowell. Margaret Dowell suffers from severe asthma and uses an inhaler. She is also not sleeping. Dr. Roan sees Mrs. Dowell on a regular basis however Mrs. McBride advised that Margaret is not suffering from post-natal depression and she is not receiving any treatment for depression by drugs. Mrs. McBride agrees that Mrs. Dowell is low in spirits however the diagnosis does not substantiate clinical depression. Discussed the nature of difficulties between Mr. & Mrs. Dowell and the family pressures which are	
		around such as the state of the house, and Jock/...	

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation
03.04.91	FOLLOWING K. McCORMICK's	contact with Margaret Dowell in March this year, case allocated to the writer, to provide emotional support in the care of her children and in respect of her finances. KW/EA.	K. WIECZOREK SOCIAL WORKER.
05.04.91	TELEPHONE CALL FROM	MARGARET DOWELL seeking advice in respect of obtaining milk for the baby. Apparently Mrs. Dowell's milk tokens have not arrived from DSS and Mrs. Dowell does not have very much milk left for the baby. Advised Mrs. Dowell I would contact DSS and phone her back. KW/EA.	K. WIECZOREK SOCIAL WORKER.
05.04.91 "	TELEPHONE CALL TO DSS : PHONE CALL TO MRS. DOWELL	giro has been posted along with milk tokens and she should receive them tomorrow. at the public phone box and advised her of my contact with DSS. She has enough milk to do the baby until she receives the milk tokens tomorrow. Asked Mrs. Dowell to contact this office again should she not receive the giro in the morning. Arranged with Mrs. Dowell that I will make a home visit to her and the family on 8th April. KW/EA.	K. WIECZOREK SOCIAL WORKER.
08.04.91	HOME VISIT TO MARGARET DOWELL -	Her sister, Christine was present in the house. Barry, Donna, Scott and Carrie Anne all in evidence. Barry and Scott were eating their breakfast. Discussed with Margaret the nature of the support she would like from the Department. She has been separated from Jock, her husband, for about three weeks now. Margaret feels she needs help to get on her feet in respect of the finances and the state of the house. The house is very untidy with clothing everywhere. She advises she has no where to put the clothes. Suggested to her at this time that perhaps a home help would be useful to her however, Margaret Dowell does not wish me to refer her to the home help section as she does not wish a home help at this time. She would rather muddle along on her own. Discussed the possibility of a referral to the Family Aide. Margaret wants to think about this. Margaret requested that I contact a number of debt agencies in respect of financial difficulties she is in. Agreed to do this for her. During/.....	

Signature (Senior/Supervisor)

Additional Information

CLOSURE (SUMMARY)

Date of Referral 15th February 1989Date Last Review 15th July 1989

1. Relevant changes in people and circumstances:

Mrs. Dowell feeling more in control and feels that there is no need for further contact.

2. Summary of actions and aims achieved (since last Review):

Support given to Mrs. Dowell. Mrs. Dowell stating she is now coping and feeling a lot better. Contact made with Round Table to assess family for holiday.

3. Summary of aims not achieved:

4. Reason(s) for closure:

Client no longer requiring contact.

5. Client advised of closure: YES/~~NO~~ Consenting to closure: YES/~~NO~~
(Note: record the detail of any difference of opinion regarding closure/
service provided)

6. Agency/Worker client referred to (if appropriate):

Signed: Worker

A. Marshall

Date

23rd August 1989

Client/Representative

Date

Senior/Supervisor

Date

Add additional information on reverse, if necessary

ASSESSMENT

5. Workers evaluation of current problem(s)/service(s) required

Mrs. Dowell now stating she is feeling much better and is coping with things now.
Worried about husband's court appearance.

6. Options for problem solving/service delivery

--

7. Reasons for continuing contact

Continue contact until court appearance over.
Mrs. Dowell worried that Mr. Dowell will be imprisoned and she will be unable to cope alone.

ACTIONS AND OBJECTIVES

8. Plans agreed with the client

Agreed to wait for results of court appearance.

9. Note any Difference of Opinion regarding Information/Problem(s)/Service(s)/Plans

--

10. WORKER TASKS

None at moment.

CLIENT TASKS

Mrs Dowell will contact me and give
results of husband's court appearance.

Date of Next Review

15.8.89

Signed (Worker)

V. Marshall Marshall

Date

1.8.89

(Client/Representative

Date

(Senior/Supervisor)

Date

REVIEW (SUMMARY)

(to be completed every 12 weeks or as agreed with Senior/Supervisor)

Date of Referral 15.2.89

Planned Date of Review 15.7.89

Date Completed

Reason if in advance of planned Review date:

DESCRIPTION1. Relevant events or changes in people and circumstances/
additional information

Mr. Dowell appearing in Court on 22.5.89 for numerous motoring offences.

2. Summary of Work Done

Support given to Mrs. Dowell who feels she is coping better now.
Contact with Round Table asking them to assess Dowells for holiday.

3. Summary of Work not Completed

--

4. Client's present definition of the problem(s)/service(s) required

Both Mr. and Mrs. Dowell feel that Mr. Dowell is being victimised by police.
Making complaint to Inspector.

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/ Designation

Signature (Senior/Supervisor)

CONTACT RECORD

Date	Type/With Whom	Content/Summary/Assessment/Action	Worker/Designation
10.04.89	HOME VISIT TO MR. & MRS. DOWELL.	Things a bit better. Appointment for Welfare Benefits Adviser for 03.05.89 at 1.00 p.m. KM/EA.	Katie Marshall Social Worker.
04.05.89	LETTER TO MEMBER OF ROUND TABLE.	Requesting that family be considered for a holiday.	K. Marshall Social Worker.
05.05.89	HOME VISIT TO MARGARET DOWELL.	Advised her that letter sent and someone from the Round Table will contact her. Margaret stating that Jock has his citation for various R.T.A. Offences and appears in Court on 22nd May. She will contact me and tell me the outcome of his court appearance. KM/EA.	
22.08.89	HOME VISIT TO MARGARET DOWELL.	Margaret stating all is well. Had forgotten she was supposed to contact me after Jock's court appearance. Stating no problems and she is getting on well and is coping. Does not wish social work contact. Will contact this Department if situation changes and she wishes contact. KM/EA.	K. Marshall Social Worker. 14.09.89
04.01.90	DUTY REFERRAL : phone call from Glynis McBride, health visitor.	Mr. & Mrs. Dowell are in severe financial straits. Next payment due Monday; no bread milk, food, etc. Already are paying back a crisis loan and have considerable other debts. They have five children - youngest seven weeks Glynis McBride has advised them to come to social work office. CM/EA.	C. McMillan Sen.Soc.Wrkr.
Later ...			
04.01.90	MRS. DOWELL AND ONE CHILD TO OFFICE.	They have some food but not enough to do them for the weekend. Also have no money for power card. Basically the Dowells appear to have mismanaged their money over Christmas and just did not manage to make it last till Monday. They still have not applied for child benefit for their newest arrival. Gave Mrs. Dowell £5 cash for power card, and £7. 50 food voucher (Section 12 grant). CM/EA.	C. McMillan Sen.Sr
Signature (Senior/Supervisor)			

FALKIRK COUNCIL
SOCIAL WORK SERVICES

STENHOUSEMUIR OFFICE
130 KING STREET
STENHOUSEMUIR

TELE: 01324 503503

FAX: 01324 503504

TO FAX NO.: 4161.

Organisation: Home Care.

For The attention of: Pauline. Colter.

Date: 13/8/99. No. Of Pages: 3.

Time Sent: 10.10.

MESSAGE: Can you let me know if you have
anyone appropriate. When they could
start.

FROM: Susan Walker.

FALKIRK COUNCIL SOCIAL WORK SERVICES
HOME CARE REQUISITION FORM - CHILDREN AND FAMILIES

NAME: Margaret Dawell CLIENT NO:
ADDRESS: 18 Evans St. Carbutt
TELEPHONE NO: 01324 551375 MARITAL STATUS: Separated
NEXT OF KIN:
GP: Dr. Barmen

CHILDREN:

NAME: John AGE: 18.4.84
NAME: Bamy AGE: 27.6.88
NAME: Carmy Ann AGE: 13.11.90
NAME: David AGE: 4 yrs
NAME: AGE:

There are also 4 young grandchildren who spend much time in the house

ACCOMMODATION:

TYPE: Local Authority SIZE: 5 Apt
START DATE REQUESTED: 18.8.99
CARE MANAGER/SOCIAL WORKER: Susan Walker

HOME CARE REQUIREMENTS

PRACTICAL HELP - Tick to indicate service required

Household Cleaning:	☒	Fires:	☐
Meals:	☐	Laundry/Ironing:	☐
Shopping:	☐	Financial:	☐
Other required: (describe)	☐		

PERSONAL CARE - Tick to indicate service required

Personal Hygiene:	☐	Medication: Remind customers where reasonable to take prescribed medication.	☐
Bedding Down:	☐		
Night sitting:	☐		

PTO

FALKIRK COUNCIL SOCIAL WORK SERVICES
HOME CARE REQUISITION FORM - CHILDREN AND FAMILIES

SOCIAL CARE

Describe requirements:

House is extremely chaotic + messy, situation has become more overwhelming since Margaret recently separated from her husband Jack. There are 4 bedrooms but only 1 can currently be used others in an unkempt state. Kitchen is also extremely messy.

Aim . 1/ Assist Margaret to tidy kitchen.
2/ work with Margaret to tidy bedrooms so they can be used again.
3/ Living room will probably also need cleaned + tidied.
4/ Laundry - Margaret mostly manages this but some help required to order this + put it away
2 hrs a day 5 days a week Mond to Friday. For two weeks + reviewed

ANY OTHER RELEVANT INFORMATION, eg other services received by the client/carer which may impact upon Home Care services. Any potential hazards, any challenging behaviour which might be expected.

- Margaret has bad asthma, which causes shortness of breath + slows Margaret down. She has medication for this
- Margaret suffers from anxiety + at times requires medication from G.P. in relation to this.
- Margaret is very anxious about confidentiality, she is embarrassed at the state of her house. Someone from outside with similar carbox would be most appropriate.
- The plan could be for the H to take charge + complete tasks alone but with assistance from Margaret + possibly John (the eldest son)

SIGNATURE: Sharon Walker

DATE: 13/8/99

DESIGNATION: Social worker

Enquiries to: Barbara McCormack
Ref: BMC/LP
Date: 2nd November 1999

Mrs M Ramsay
Community Enterprise
10 Dundas Street
GRANGEMOUTH
FK3 8BX

Dear Mrs Ramsay

Re: Dowell Family, 18 Evans Street, Stenhousemuir
Tel No: 01324-553537

I write on behalf of the above named clients. Mrs Dowell is a lone parent whose income is solely derived from State Benefits. Mrs Dowell has six children and some have enuresis problems. This can create problems, for example damage to bedding and mattresses.

The family require the following items:

Four single beds plus mattresses (if four are not available, two single beds plus mattresses).
Wardrobes and drawers (both are urgently required in whatever quantity is available).

Mrs Dowell is contactable most days by telephone.

Many thanks.

Yours sincerely

Barbara McCormack (Mrs)
Family Aide

Mr John Allan
Community Service Co-ordinator
Central Regional Council
Social Work Service
Brockville House
Hope Street
FALKIRK

Barbara McCormack

240

BMcC/ES

14 July 1995

Dear Mr Allan

Re: Mr & Mrs John Dowell and Family
84 Roughlands Drive, Carronshore, Falkirk

I would be grateful if you could give consideration to undertaking the redecoration of the five apartment house the Dowell family have recently been offered by Falkirk District Council.

It is estimated that they will receive the keys for their new tenancy early August 1995.

All necessary decorating materials will be supplied to facilitate this decoration. There are four bedrooms, livingroom, kitchen, bathroom, staircase and hall.

This office of the Social Work Service has been involved with the Dowell family for some considerable time and there is presently intense, ongoing contact. Mrs Dowell (38) keeps in poor health, she suffers from chest and respiratory ailments and is classed as "disabled." Her sixth child was born in October 1994.

Your consideration of this referral would be greatly appreciated and I look forward to hearing from you in the very near future.

Yours sincerely

Barbara McCormack
Family Aide

SOCIAL WORK SERVICES

Viewforth Stirling FK8 2ET Scotland

Tel (0786) 442000

Fax (0786) 443410

Director MIKE RANSOM

Councillor Archibald
Members' Services Section
Viewforth
Stirling

Ask For Brian Fearon
Extension 3433
Our Ref BJF/RG/b15067
Your Ref IA/37/SW
Date 1 June 1995

Dear Councillor Archibald

Mr and Mrs Fraser 86 Rouglands Drive, Carronshore, Falkirk

You wrote to the Social Work Service on 25th April 1995 in relation to difficulties between the above named and their neighbours, Mr and Mrs Dowell.

You are no doubt very well aware that it is difficult to become involved in disputes between neighbours because often faults lie equally on both sides, and the nature of the Social Work Service is often such that people who use the service would not be comfortable with their Social Worker discussing their circumstances with neighbours, or even making neighbours aware of the fact that they are in receipt of Social Work Services.

However, I sought information from the Stenhousemuir Social Work Team. The Team Manager, Ian Kinsley reports that the team have been providing a service to Mr and Mrs Dowell for over 10 years and we have contact in excess of 3 times per week. The Team was not aware of the tension between the neighbours until early April 1995, but are now aware that a series of small disagreements have escalated into major arguments.

The Housing Service in Stenhousemuir intervened and sought to hold a conciliation between the two families which Mr and Mrs Dowell agreed to but regrettably Mr and Mrs Fraser did not. The situation seems to have deteriorated even further and the District Council Housing Department are now in the process of offering Mr and Mrs Dowell alternative accommodation. The latter had been reluctant to accept this, given the disruption to the whole family.

I am sorry I cannot offer a more definite solution to this difficulty, but it is clear that the local Social Work and Housing Services are co-operating and are both trying to work to obtain a reasonable solution to this difficulty.

If we can be of further assistance please do not hesitate to contact me.

Yours sincerely

.....
Brian Fearon
Head of Child Care Services

cc Deirdre Cilliers
Ian Kinsley
George Cowley

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET

29/5/95. 20 45 HRS.

1 | 1 | 4 | 3 | 5 |

CLIENT'S NAME:

DOWELLS

84 ROUGHUANS DR
C/STREET

Dowells once again experiencing neighbor
diffs. Mr Dowell phoned wanting moved.
Police in attendance. Mrs Dowell
particularly distraught. Gave them housing
no.

Signed _____

SOCIAL WORK DEPARTMENT
BARBERT SUB-OFFICE
RECEIVED
30-5-17
WE <i>AN</i>
DISTRIBUTION:

EMERGENCY DUTY TEAM

CLIENT'S NAME:

~~David Kennedy~~
A. Strong
Strong

John B. Blos
home

K. Deighton (us)
Dunastone.

The information from Mr. Donnell's interview he has been
 H. and Mr. Donnell have met with eye's Helpline
 brought his wife come take no more and thing
 have left the house. I am just across the street
 at a fresh to my and church but not to church
 with Helpline to. My and church but not to church
 standing with the Helpline. She answered Donnell
 The to when and eye Helpline. She answered Donnell
 an having different but program appear to be her
 way through my wife Donnell a house are
 coming meeting to John the house families home
 Donnell eyes to this but houses about
 The to Mr. Donnell 1990. She will consult with the
 (they have for last night) was call Mr. Donnell back.

Signed _____

Signed _____

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET 2

CLIENT'S NAME:

Donnell

at call box
The person Mr. Ginal is a 30 year
has been called to assist which appear to be
Donnell's name calling. He use to family in
his group as such family will not be moved
Mr. Donnell unknown staying with relatives at
22 Donnell St with 2 boys age Mr.
Donnell will go to sister at 6 Lawrence Ave
with girls.
for tape.

Signed

[Signature]

ROUTINE WORK DEPARTMENT

HERBERT SUB-OFFICE

15-5-25

Am

WE

CONTRIBUTION:

CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

Minute of Case Discussion held at
Stenhousemuir Office, 130 King Street,
Stenhousemuir, on Wednesday 22nd March 1995

Name: Scott DOWELL
Date of Birth: 26.02.80 (15)
Address: 84 Roughlands Drive,
Carronshore, Falkirk.

<u>Present:</u>	Mr. Gary Hall	Team Manager (Chair)
	Ms Ann Strang	Social Worker
	Mrs. Barbara McCormack	Family Aide
	Mrs. Barbara Bennett	Educational Psychologist
	Mrs. Judy Hart	Teenage Foster Scheme
	Mr. Tony Haylor	Barnardo's I.T. Project
	Mr. & Mrs. Dowell	Parents
	Scott Dowell	Subject

<u>Apologies:</u>	Mr. Dave Houston	Brodie Youth Care Centre
	Mrs. McLelland	Home Tutor

.....

This meeting was convened in response to a number of crises involving Scott and his parents. It would appear that Scott is not adhering to the timetable agreed between himself and his parents.

The situation at home during the week 13th - 17th March 1995 was extremely volatile, and Mr. Dowell was threatening to use physical means to restrain Scott. The social worker and family aide visited the home on a daily basis in response to phone calls for support.

On Friday, 17th March 1995, Mr. Dowell visited the social work office and requested Scott be received into care on the morning of Friday 17th March. As a result of the crisis on Friday 17th March, arrangements were made for emergency support from Dave Houston at Y.C.C. over the weekend. If the situation did not stabilise over the weekend, residential support for Scott was arranged at YCC.

The situation did stabilise; apparently Mr. & Mrs. Dowell resolved the situation by giving Scott and Donna specific guidelines and rules about timekeeping and behaviour.

Discussion/

Discussion followed re plans in place since the last case conference:

1. Home tuition has started and presently takes place on a Monday for one hour. Mrs. Bennett advised Mrs. McLelland hopes to increase this provision soon.

The application to the "Leavers' Programme" will not be considered until May 1995 and this could not start until August 1995.

Mrs. Bennett asked if Scott could be considered for a social work place at Weedingshall Education/Assessment Unit. The social worker advised this request has been made to Mr. Ian Watson, Service (Manager (Child Care Provision)).

2. Scott has been attending the I.T. Group on a Tuesday evening for five weeks. This group, according to Mr. Haylor, is aimed at young people on the fringes of being received into care. Mr. Haylor advised Scott is coping well in the group. I.T. will continue for some time.

3. Emergency support/contact from YCC: Mr. Dowell stated he was not satisfied with the level of response from the YCC.

Mr. Hall suggested that Mr. Kinsley, Team Manager (Stenhousemuir), could follow this up with the YCC.

4. Home Care Services: Mrs. Dowell is not wanting this support, even on a temporary basis. Conditions within the home fluctuate depending on whether crises occur re Scott and/or Donna.

5. Family work with Mr. & Mrs. Dowell has not yet commenced due to the number of crises which have occurred within the family over the last few weeks involving Mr. Dowell, Scott and Donna. The social worker and family aide have visited on a daily basis, and numerous telephone calls were received by this Social Work Office re these events.

Mrs. Bennett suggested that family work should commence soon.

Mr. Hall suggested that Mr. Kinsley should check with YCC re the availability of Mr. Houston to be involved in this work jointly with a social worker.

6. Mr. Chris Fox has been identified as a Befriender by Ms Kathleen McCormick, Coordinator, Teenage Foster Scheme. This will commence on 29th April. Arrangements and input by Mr. Fox will be confirmed with social worker and Ms McCormick.

Dowell : 22nd March 1995

3.

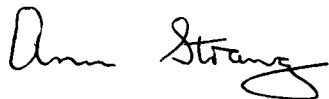
7. Scott will commence a Groupwork Programme with the Youth Care Centre on Monday 27th April; this will take place on a weekly basis.

It was agreed by those present at today's meeting that Scott would not be received into care. The resources would be coordinated and a timetable drawn up by the social work and family aide.

Mr. Kinsley, Team Manager, is to pursue the YCC commitment re support from Mr. Houston.

Date of next meeting

A meeting to review the family situation will take place on Wednesday 19th April at 2.00 p.m. at Stenhousemuir Office.



Ms Ann Strang
SOCIAL WORKER
Stenhousemuir Office

27th March 1995.
AS/EA.

CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

Minute of Case Discussion held in
Stenhousemuir Office, 130 King Street,
Stenhousemuir, on 6th March 1995

Name SCOTT DOWELL
Date of birth: 26.02.80 (15)
Home Address: 84 Roughlands Drive
CARRONSHORE, Falkirk.

Present:

Mr. Ian Kinsley	Team Manager (Chair)
Ms A. Strang	Social Worker
Mrs. B. McCormack	Family Aide
Mrs. B. Bennett	Educational Psychologist
Mrs. G. McBride	Health Visitor
Mr. D. Houston	Youth Care Centre
Mr. T. Haylor	Barnardo's I.T. Project
Mr. & Mrs. Dowell	Parents

Apologies: Ms D. Mackie Youth Care Centre

This meeting was convened to review the plans made at the previous meeting held on Monday 23rd January 1995.

The home situation remains turbulent. This is mainly centred around Scott and Donna. The most recent incident was discussed, viz.: Scott wanted to go out during the hours he was grounded, so Mr. Dowell let the tyres down on Scott's bike which led to further disagreement, and Mr. Dowell threatened to hit Scott.

Scott is apparently not keeping to the agreed times for coming home which means there are constant arguments between Scott and Mr. Dowell. Mr. Dowell apparently blames Donna for Scott's inappropriate behaviour and bad timekeeping. At the present time, Donna has left home and is staying in shared accommodation. She continues to visit the family home. Mrs. Dowell supports this but Mr. Dowell does not want Donna to visit the family home as he feels she is a bad influence on Scott.

Discussion followed re the plans to support Scott to ensure he is not received into care:

2.

1. Home tuition has begun and takes place in Grangemouth on Mondays for one hour. Mr. Dowell to take Scott there and a taxi will be arranged to bring Scott home.

Request also made by Mrs. Bennett to Leavers' Programme.

2. Scott is attending the I.T. Group on a Tuesday evening, and according to Mr. Haylor, he is coping well there. The social work department have requested more support from I.T. if possible. However, I.T. is struggling with staff shortages at the moment but will review the position. Mr. Haylor suggested the social work department contact Mr. Chris Fox, Teenage Foster Carer, who may do voluntary work with Scott. Ms Kathleen McCormick, Coordinator with the Teenage Fostering Scheme, to contact Mr. Fox.
3. Emergency support service/contact at YCC. Mr. Houston keeps in touch with Scott and the Dowell family, but again this is limited by constraints at work. Mr. Houston feels Scott needs a less "heavy-handed" approach from Mr. Dowell as Scott performs better with encouragement. Mr. Houston will continue to provide support when he can.
jump work -
4. Social Worker has requested reserved social work educational place at Weedingshall Education Unit. This request has the support of Mr. Kinsley, Team Manager, and has been forwarded to Ian Watson, Service Manager (Child Care Provision).
5. Also discussed provision of home care services: Mrs. Dowell is not keen on home help support but it was suggested she may want to consider this on a temporary basis. The condition of the house has improved greatly, but unfortunately not all family members are carrying out tasks allocated to them. Mrs. Dowell takes most of the pressure and this is affecting her health.
6. Discussed family work which could be provided by social worker and Mr. Houston of YCC. This has been arranged to begin a few weeks ago but due to a crisis situation in the family, this was cancelled. Mr. Haylor will also enquire re family work via the I.T. Project.

Mr. Dowell left the meeting early as he had a previous appointment.

It was agreed by the members present at today's meeting that Scott would not be received into care; this decision was supported by Mrs. Dowell who wishes Scott to remain at home. The main purpose is to maintain Scott at home and to ensure all the necessary supports are available for the family.

The/

Chris Fox



The family will continue to contact support services if and when necessary.

The next meeting to review the family situation will take place on Monday 17th April 1995 at 2.00 p.m. within Stenhousemuir Office.

Ms Ann Strang
SOCIAL WORKER
Stenhousemuir Office

14th March 1995
AS/EA.

23/1/95

CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

Minute of Case Discussion held in
Stenhousemuir Office, 130 King Street,
Stenhousemuir, on Monday 23rd January 1995

Name: SCOTT DOWELL
Date of Birth: 26.02.80
Home Address: 84 Roughlands Drive
CARRONSHORE, Falkirk.

<u>Present:</u>	Mr. I. Kinsley	Acting Team Manager - CHAIR
	Mr. & Mrs. Dowell	Parents
	Scott Dowell	Subject
	Mr. L. Robertson	Guidance Teacher, Larbert High School
	Mrs. B. Bennett	Educational Psychologist
	Ms S. Woodburn	Social Worker
	Mrs. B. McCormack	Family Aide
	Ms D. Mackie	Youth Care Centre
	Mr. D. Houston	Youth Care Centre
	Mr. T. Haylor	Barnardo's I.T. Project

.....

This meeting was convened following a request from Mr. & Mrs. Dowell that Scott be received into care. Mr. Kinsley explained that Scott had previously spent one brief period within care, viz. 9th December - 19th December 1994. That was a voluntary reception into care following a particularly volatile incident within the house. Scott was cared for within a foster placement and then returned home.

The home situation over the past two weeks has been turbulent again. Scott was missing for three days and his parents have felt unable to cope with him.

There then followed a lengthy discussion about a number of issues. Ultimately the members of today's case discussion agreed the following decisions:

- a. Scott would not be received into care. Mr. & Mrs. Dowell no longer wished this and Scott himself said he wants to remain at home.
- b. A Youth Strategy Meeting will take place at Larbert High School on 24th January 1995 to look at whether (1) Scott is able to cope with mainstream Secondary Education, and (2) if not, to look at special education options. Mrs. Bennett explained that if the latter conclusion was reached then to find Scott a small group education place would take some time. Therefore, interim ways of coping would require to be looked at.

1

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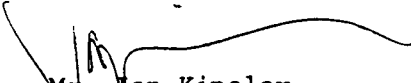
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2.

- c. Mr. Houston, YCC, is able to provide individual time to Scott. Mr. & Mrs. Dowell and Scott want this. This will give Scott and the family respite and will be aimed at having a positive influence over relationships and behaviour.
- d. In addition to (c) above, Mr. Houston and Ms Woodburn, Social Worker, may be able to work together with Mr. & Mrs. Dowell. This would be "Adult Sessions" aimed initially at looking at Mr. & Mrs. Dowell's approach to parenting.
- e. Papers referring Scott for Groupwork at I.T. are about to be submitted. It is hoped Scott can be included soon within a weekly group.
- f. Mr. Haylor, I.T. Project, also stated that if at some point in the future family work is requested, then I.T. may also be able to help with this.
- g. Home conditions were discussed. Provision of home help may be possible. Mr. Kinsley stated that the Community Care Team may be able to help with finance. Mrs. Dowell was not keen on this idea but this is to be further discussed.
- h. An "emergency response" service was discussed. Ms Mackie agreed to discuss with her colleagues within the YCC whether they could respond at times of particular crisis. This would be a support to EDT given that Mr. & Mrs. Dowell often seek help from the EDT service. It was acknowledged by everyone that if an outside adult could intervene in the middle of family crises then often the situation would improve quickly. Therefore, provision of an emergency service could play an important part in preventing a breakdown in relationships and a reception into care.
- i. Individual services to Mr. & Mrs. Dowell were discussed. Options of Woman's Groups for Mrs. Dowell will be explored either through the I.T. Project or other agencies.
- j. A meeting to review these plans will be held on **Monday, 6th March at 2.00 p.m. at Stenhousemuir Office.**
- k. Mr. Kinsley proposed that in the meantime Scott would not be received into care on an emergency basis. If emergencies arise then these need to be coped with by the family or by supports from professionals. Mr. & Mrs. Dowell agreed they would not seek Scott's admission to care in the next six weeks, given the number of services which are now planned.


Mr. Ian Kinsley
ACTING TEAM MANAGER
Stenhousemuir Office

24th January 1995.
IK/EA.

12



No. 11329

MEMO

SOCIAL WORK DEPARTMENT

To Staff
EDT

From K. Beath
STENHOUSEMUIR

REF. No. 53
DATE 17th March 1995
TIME 16:39

Subject: Scott Dowall

Scott Dowell (¹⁵13 years), Roughlands Drive, Carronshore

This family are an open case of Ann Strang, Social Worker, Stenhousemuir. She will be at work on Monday 20th March. A case conference has been convened for Wednesday 22nd to discuss a care plan for the above named boy.

The family have been in crisis today and Dad was insisting Scott be received into care. Mum however was not agreeing to this.

After much discussion the following has been agreed.

1. Dave Houston from Y.C.C. will provide intensive outreach support over the weekend. Dave Houston to contact family with times and to notify E.D.T.
2. Should the situation not stabilize at the weekend respite at the Y.C.C. is to be arranged.
3. If Scott fails to return home over the weekend, Dad will contact the police and report him missing.
4. The Y.C.C. will receive him on an emergency respite basis.
5. Ann Strang will follow up on Monday.

This plan has been agreed with the family, John Cran from the Y.C.C. and Gary Hall, Team Manager from Denny.

18.00 hrs. Dave Houston phoned. His visiting arrangements will be: 17/3/95 19.00; 18/3/95 17.00; 19/3/95 noon. Scott has already "done a runner" this evening, but Dave will visit as planned, & report back to EDT if necessary

Peter Wilson

21.20 hrs Further info from YCC. Mr Houston has visited. Scott still missing. Mum does not want him in care. PD.

SOCIAL WORK DEPARTMENT

ARBERT SUB-OFFICE

20/3

ME

DISTRIBUTION: AM

Top copy

MEMO

SOCIAL WORK DEPARTMENT

To Staff
EDT

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STENHOUSEMUIR

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EMERGENCY DUTY TEAM

CONTINUATION SHEET

date 16/3/95

S.W. Ann Sheng

time. 23.35.

CLIENT'S NAME:

Scott Dawzell

84 Roughlands Drive
Carronsmore.The from Mr Dawzell.

Scott has gone out against his wishes with Danna, Blair Gillespie & possibly Tracey Dawzell. He left the house at 22.00hrs approx. Mr Dawzell put some of the blame on Danna who has returned to live in the house after being thrown out of her B&B. There is apparently an empty bottle of buckfast in the bedroom. Scott telephoned from a call box & said he wasn't coming back -- they fell out because Danna wanted Blair to stay the night & then was refused by Mr & Mrs Dawzell. Advised Mr Dawzell to use his judgement in deciding when to report Scott ^{missing} to the Police -- Mr Dawzell not at all happy at the prospect of yet another disturbed night. He had med to contact David Heiden outreach worker Y.C.C. but had been unable to. He implied that the family was receiving very little support from their quarter & that nothing was making any difference to situation. Discussed issues of consistent parenting. Mr Dawzell sees the fault lying all with Scott & also indicated that he was getting near to the end of his tether.

Signed

C. Robert Dooney

CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

Minute of Case Discussion held in
Stenhousemuir Office, 130 King Street,
Stenhousemuir, on 6th March 1995

<u>Name</u>	SCOTT DOWELL
<u>Date of birth:</u>	26.02.80 (15)
<u>Home Address:</u>	84 Roughlands Drive CARRONSHORE, Falkirk.

<u>Present:</u>	Mr. Ian Kinsley	Team Manager (Chair)
	Ms A. Strang	Social Worker
	Mrs. B. McCormack	Family Aide
	Mrs. B. Bennett	Educational Psychologist
	Mrs. G. McBride	Health Visitor
	Mr. D. Houston	Youth Care Centre
	Mr. T. Haylor	Barnardo's I.T. Project
	Mr. & Mrs. Dowell	Parents

Apologies: Ms D. Mackie Youth Care Centre

This meeting was convened to review the plans made at the previous meeting held on Monday 23rd January 1995.

The home situation remains turbulent. This is mainly centred around Scott and Donna. The most recent incident was discussed, viz.: Scott wanted to go out during the hours he was grounded, so Mr. Dowell let the tyres down on Scott's bike which led to further disagreement, and Mr. Dowell threatened to hit Scott.

Scott is apparently not keeping to the agreed times for coming home which means there are constant arguments between Scott and Mr. Dowell. Mr. Dowell apparently blames Donna for Scott's inappropriate behaviour and bad timekeeping. At the present time, Donna has left home and is staying in shared accommodation. She continues to visit the family home. Mrs. Dowell supports this but Mr. Dowell does not want Donna to visit the family home as he feels she is a bad influence on Scott.

Discussion followed re the plans to support Scott to ensure he is not received into care:

Case Discussion : Scott Dowell :

2.

1. Home tuition has begun and takes place in Grangemouth on Mondays for one hour. Mr. Dowell to take Scott there and a taxi will be arranged to bring Scott home.

Request also made by Mrs. Bennett to Leavers' Programme.

2. Scott is attending the I.T. Group on a Tuesday evening, and according to Mr. Haylor, he is coping well there. The social work department have requested more support from I.T. if possible. However, I.T. is struggling with staff shortages at the moment but will review the position. Mr. Haylor suggested the social work department contact Mr. Chris Fox, Teenage Foster Carer, who may do voluntary work with Scott. Ms Kathleen McCormick, Coordinator with the Teenage Fostering Scheme, to contact Mr. Fox.
3. Emergency support service/contact at YCC. Mr. Houston keeps in touch with Scott and the Dowell family, but again this is limited by constraints at work. Mr. Houston feels Scott needs a less "heavy-handed" approach from Mr. Dowell as Scott performs better with encouragement. Mr. Houston will continue to provide support when he can.
4. Social Worker has requested reserved social work educational place at Weedingshall Education Unit. This request has the support of Mr. Kinsley, Team Manager, and has been forwarded to Ian Watson, Service Manager (Child Care Provision).
5. Also discussed provision of home care services: Mrs. Dowell is not keen on home help support but it was suggested she may want to consider this on a temporary basis. The condition of the house has improved greatly, but unfortunately not all family members are carrying out tasks allocated to them. Mrs. Dowell takes most of the pressure and this is affecting her health.
6. Discussed family work which could be provided by social worker and Mr. Houston of YCC. This has been arranged to begin a few weeks ago but due to a crisis situation in the family, this was cancelled. Mr. Haylor will also enquire re family work via the I.T. Project.

Mr. Dowell left the meeting early as he had a previous appointment.

It was agreed by the members present at today's meeting that Scott would not be received into care; this decision was supported by Mrs. Dowell who wishes Scott to remain at home. The main purpose is to maintain Scott at home and to ensure all the necessary supports are available for the family.

The/

The family will continue to contact support services if and when necessary.

The next meeting to review the family situation will take place on Monday 17th April 1995 at 2.00 p.m. within Stenhousemuir Office.

Ms Ann Strang
SOCIAL WORKER
Stenhousemuir Office

14th March 1995
AS/EA.

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET

Date 12/3/95

Time 23.25

CLIENT'S NAME:

Jenna Jewell

Leigh

64 Daughters Dr
Lancashire

The son Mrs Jewell told that Jenna has been told
to the girls last night for all kinds of junk is a
and now tonight she heard that she is for a
change with Stefan from the 313. Mr. Medd
is allowing her to stay tonight but she has
to leave tomorrow.
Mrs Jewell working what she has been doing
to Jenna to know like this? She wasn't married
like that.
Because Mrs Jewell Jenna had chosen to make
and only she could make changes in her
lifestyle. Mrs Jewell also says Jenna thinks
she is pregnant.
In that case Mrs Jewell that she was
pregnant but she is in
pregnant. She is willing to wait for a while.

Signed

K. Marshall

W. H. DEFASTUS

13-3-26

AM

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET

CLIENT'S NAME:

Self David

Also David
largest

Date 13/3/84

Time 22.55

14 Doughty St
Canterbury

Mr David called room left his bed and regularly
left his room back to self.
After back self answered the phone. Spoke with
Mrs J who said meeting was gone ahead
head with George and Ann and 'ruler'
his job self to be done in
at night when Mr. Knight he was in
at 20.3 but although he did not let off
to work his house where to work before
around 20.30. He was back with
himself it was late. Jack was away.
Self started again
he self was what he got into car.

Signed

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET 2

CLIENT'S NAME:

Donald

When I asked what self is like
 before the self was the photo
 The was the health who was the
 self should not know for the self
 self with self the from Jack make
 when at the time was change
 he from Jack make from - Jack the from
 he's power be from in self self
 before was before when to the self
 asked before he in answering when is going
 out thought when he not to are that Jack
 he in thought to stand at him I thought
 he was more before that from when
 the Jack was out at the that morning
 from home from self that to from
 he from are out when he not to go
 he in the other Jack to make that
 self he was are asked want to go at

Signed

EMERGENCY DUTY TEAM

CLIENT'S NAME:

[Signature]

spoke again with Mrs D. Brown
 Mr. White told her the me. She
 thought at what she saw he told me he
 was to that "are" with her. Mrs. Brown
 told her that it was a mistake that her
 house wasn't built.
 Mrs D. wishes Jack & Scott would get on.
 She has went on to take about the house
 She is getting from the church in the house
 can leave that home is beautiful.
 (Impression) with this are others to be read
 her mind.
 I no other a little meeting is arranged
 for November 2nd. As if there is
 some to be unknown but might process
 within the house - little that the
 others as I know A.C. are coming.
 These are all.

CLIENT'S NAME: David
 Signed J. Marshall

SOCIAL WORK DEPARTMENT

LARBERT SUB-OFFICE

123-95

WE

AM

DISTRIBUTION

EMERGENCY DUTY TEAM

CONTINUATION SHEET

1	1	3	2	9
1	3	2	9	

CLIENT'S NAME:

Scott Dawell

date: 18/2/95

time: 4:20

84 Roughlands Dr
Corranmore.

Mecs operator received message from Mrs Dawell to say that Scott had not returned home ~~last~~ and had been reported missing.

Later. 20:30. ^{Phone} ~~test~~ call ^{to} ~~from~~ Mrs Dawell following contact with Y.C.C.

Scott returned by Police at 05:00 this a.m. He is now stating that he is going to go to an engagement party. ^{Knight} Mrs Dawell requesting outreach support from Y.C.C. but worker not available until Monday.

Spoke to Mr Dawell, Scott & Mrs Dawell. Mr Dawell angry & demanding to know what social workers are going to do about it. Scott sullen & insistent that he is going to go out, he hates home & can't wait until he is 16. Also advised that his behaviour yesterday was unacceptable for 15 y/o. Mrs Dawell stating that major problem is Donna who has just put her braes in the tumble drier ~~at~~ considerable cost in terms of electricity however is also at her wits end with Scott. Advised Dawells to ~~continue~~ to reinforce rules of house but to try & do this without screaming. If not effective remain calm & if Scott does not return to again report him.

y.

Signed C. Rotor Deane

SOCIAL WORK DEPARTMENT

BARBERT SUB-OFFICE

20-2-95

FILE

Am

DISTRIBUTION

EMERGENCY DUTY TEAM

CONTINUATION SHEET (2)

CLIENT'S NAME:

SCOTT DOWALL

2235. - long telephone discussion took place with Mr Dowall who stated that someone needed to take action in this situation and that "if someone didn't, he would. Explained to Mr Dowall that it was important that all the adults work together on this issue otherwise Scott will end up playing one adult off against another and if he (Mr Dowall) is adopting the position of "the big baddie", he will end up in confrontations with Scott which will not be healthy for the present or the future. Mr Dowall stated that the worker sounded too much like his wife (!) and gave phone to Mr Dowall.

Mrs Dowall agreed that Scott's absence will be reported to police and that Scott will be allowed in despite MRD's objections.

The value of consistent contact and realistic support to all in this complex situation is not to be underestimated!

Signed

K. Sheel

3

SOCIAL WORK DEPARTMENT
LABERT SUB-OFFICE
RECEIVED
2-2-5
ME
CONTRIBUTION:

EMERGENCY DUTY TEAM

CONTINUATION SHEET

S/W ANN STRONG
S'MUR

CLIENT'S NAME:

SCOTT DOWALL

22.25 - 19.7.95

84 Roughlands Drive
CARRON SHORE
0324 - 551375.

P/c from Mrs Dowall, home,

Scott is still out of the house. He had arrived home at 2130 and then went out without permission. Parents had telephoned YCC but support not available. MR and MRS Dowall in their different ways (MRD more vocal) were unhappy about this as they had been advised of 24-hour availability and they will explore issue with Social Workers from Area Office.

Parents had also been advised to report Scott missing and EDT reinforced this advice.

MR and MRS Dowall came on the telephone separately and explained that they had had difficult weekend with little sleep firstly with Scott being out till 0520 on Saturday morning, then Donna out all night last night phoning home at 0800 on Sunday morning. Noted that Scott was home at 2215 on Saturday night but has appeared to count for little in MR Dowall's view.

MRS Dowall was sounding very tired indeed and she asked if office appointment with Ann Strong and Sheila Woodman (Larbat) could be switched to home visit. EDT stated that we would ask AO to confirm by telephone the venue for Monday's appointment (?).

Signed

Rush

4
3/1/95

CONTINUATION SHEET

Date: 3/1/95

time 14.47/16.45.

11455

11 | 1 | 5 | 2 | 9 |

CLIENT'S NAME:

Donna Dawell.

84 Roughlands Dr
Carranshore.

Tlc from Mrs Dawell Not received at 14.47 when day shift another calls. Mrs Dawell called back at 16.45.

Donna causing problems within the house as she is staying out all night, lying about her whereabouts & not doing what she is told. She is also not helpful to her mother who is at the end of her tether.

Advised Mrs Dawell that legally Donna able to stay out but that she & Mr Dawell should encourage Donna to abide by rules of the house & show consideration i.e.

contacting parents at reasonable time to let them know

if she is returning etc. Also parents need to give consistent message.

Mrs Dawell obviously worried about Donna ^{and} ~~but~~ also wanting a social worker to visit to talk sense into her however she will contact local office tomorrow to speak to allocated worker.

JULIA WILKINSON DEPARTMENT

LABURN SUB-OFFICE

JAT 4/1 AM

TME DD08973C SW

DISTRIBUTION:

Signed

C. E. Dealey

File 4
19/12/94
CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

Minute of Review Meeting held on
Monday 19th December 1994

SCOTT DOWELL

<u>Present:</u>	Mrs. L. Harley	Teenage Foster Carer
	Ms Celia McKinnon	Teenage Foster Scheme
	Mrs. Barbara McCormack	Family Aide
	Ms Sheila Woodburn	Social Worker
	Mr. & Mrs. Dowell	Parents
	Scott Dowell	

This meeting was convened for the purpose of clarifying the situation before Scott moved from Mrs. Harley (carer) back home to reside with his parents. The following lists the more specific areas of work to be focused on:

1. **School/Education:** Mr. Ian Kinsley and Mrs. Barbara Bennett are to meet with Gordon Morrison at Larbert High School on Wednesday 21st December at 10.30 a.m. The focus of the discussion will be whether or not Scott should remain in mainstream education, or a referral be made for a place in a small group educational setting.
2. Ian Kinsley to contact the relevant worker as regards identifying an **Outreach Worker** from a residential unit who will link up with the Dowell family as a means of offering them extra "out-of-hours" support.
3. **Referral to be made to the I.T. Project** - Watling Lodge, Falkirk.
4. **Written contract,** specific to Scott's timekeeping, expectations of parents, to be drawn up.
5. **Referral to be made by Social Worker** to clarify if funding is available for a home help service.

Mr. & Mrs. Dowell and Scott discussed the above outlined plans and were in agreement with the content.

Ms Sheila Woodburn
SOCIAL WORKER
Stenhousemuir Office

21st December 1994

14/12/94

IAN

CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

HOME/ACCESS PLAN

SCOTT DOWELL

Wednesday 14th December	12 noon - 5.00 p.m.
Thursday 15th December	12 noon - 5.00 p.m.
Friday 16th December	12 noon - 5.00 p.m.
Saturday 17th December	12 noon - 5.00 p.m.
Sunday 18th December	12 noon - 5.00 p.m.

.....

MEETING ARRANGED FOR MONDAY, 19TH DECEMBER 1994 AT 10.00 a.m. within
Stenhousemuir Office to discharge Scott from care.

INVITED:

Scott Dowell	
Mr. & Mrs. Harley	Teenage Foster Carers
Mr. & Mrs. Dowell	Parents
Mr. Ian Kinsley	Acting Team Manager
Mrs. Barbara McCormack	Family Aide
Ms Sheila Woodburn	Social Worker

Mrs. Barbara McCormack
FAMILY AIDE
Stenhousemuir Office

14th December 1994.
BMcC/EA.

CENTRAL REGIONAL COUNCIL - SOCIAL WORK SERVICE

STENHOUSEMUIR OFFICE

Minute of Case Discussion held in
Stenhousemuir Sub-Office on Tuesday,
13th December 1994.

Name: SCOTT DOWELL

Date of Birth:

Address: 84 Roughlands Drive
CARRONSHORE, Falkirk.

<u>Present:</u>	Mr. Ian Kinsley	Acting Team Manager
	Mrs. Barbara McCormack	Family Aide
	Mr. & Mrs. Dowell	Parents
	Mrs. L. Harley	Teenage Foster Carer
	Scott Dowell	Subject

This case discussion was convened following Scott's reception into care on Friday, 9th December 1994. This was a voluntary reception into care at the request of his parents, and Scott has lived with Mrs. Harley in Camelon since then.

Mr. Kinsley explained the purpose of today's meeting and stated this should focus on the events leading up to Scott's reception into care, developments since then, and, lastly, particularly focus on whether Scott needed to remain in care or whether a return home was best.

Mrs. McCormack, Family Aide, began by explaining the seriousness of the incident at the family home on 9th December. Scott had been excluded from school (possibly for the sixth time), two of these previous exclusions being during the present academic school year. Mr. & Mrs. Dowell were upset, Mr. Dowell in particular being angry. The home situation was "highly charged". When Scott returned from school there was a lot of anger, resulting in Scott attacking his older sister Donna (16). Scott in fact claimed Donna threatened him with a knife, but, in return, Donna states Scott did this to her. Mrs. McCormack confirmed there was a large kitchen knife in one of the bedrooms and that both her and Ms Sheila Woodburn, social worker, were seriously concerned that in the hostile atmosphere someone could have been seriously hurt.

Mr. & Mrs. Dowell confirmed the above account.

The meeting agreed the situation was serious and was potentially very violent. One family relative was contacted but he was unable to care for Scott. Given the lack of other alternatives, and that other options (e.g. EDT or Outreach Work) would have been insufficient, it was decided to receive Scott into care.

Discussion took place regarding other events leading up to that day. These included school problems, Scott's parents' concerns about the company he keeps, Scott's attitude towards his younger brothers and sisters and also the inconsistencies of Mr. and Mrs. Dowell. Mrs. McCormack highlighted the latter point, stating the children genuinely did not know what house rules were, given Mrs. Dowell's lenient approach to discipline, and Mr. Dowell's more adamant approach.

Mrs. Harley confirmed that Scott has settled within her home well, and is relating to both her own son but also to another foster child. There have been no significant problems over the weekend, although Mrs. Harley explained little demands have been made upon Scott, given the circumstances of his reception into care.

Mr. & Mrs. Dowell were unhappy that on Saturday Scott was allowed to go out and again associated with boys they are trying to keep him apart from. It was explained that his parents' wishes in this respect had not been passed onto Mrs. Harley and that this situation was therefore unavoidable.

Mr. Kinsley asked Scott for his views on different issues. Scott confirmed his school problems, tensions at home and the fact that he likes to spend a lot of time with older boys and could not understand why his parents refused this. It was acknowledged Scott has not yet come to the attention of the police, albeit his parents believe he may be on the periphery of trouble.

Mrs. McCormack also explained that Scott feels strongly that Donna is more favourably treated than himself within the house.

The meeting then spent a lot of time discussing the options available for the future. Mrs. Dowell in particular said she wished Scott to return home as soon as possible. It was generally agreed this was the direction that plans should be made for Scott. However, how quickly this should happen was debated for quite some time. Two proposals were put forward: (a) Scott return home today; (b) that we delay a return until the beginning of next week, giving time to try and effect some immediate changes in Scott's situation: e.g. discuss with Larbert High School and Mrs. Barbara Bennett, Educational Psychologist, possibilities of special education, referral to I.T., possible home help support to Mrs. Dowell (she has been struggling since the birth of her sixth child), but also more time spent with Mr. & Mrs. Dowell focusing on the inconsistencies in their parenting and the need for the children to be clearer about the rules and expectations. On the latter point it was agreed a written contract should be drawn up.

After a lot of discussion it was finally agreed that Scott should remain in care for the next few days, but that it was now planned he return to his parents' care on Monday, 19th December. The next few days will be spent carrying out the above plans, and Mr. Kinsley also undertook to try and arrange "Outreach Work" to help the family over the Christmas/New Year period. Mr. Kinsley will also confirm with the Teenage Fostering Scheme that Scott's foster placement remains open until next week.


Mr. Ian Kinsley
ACTING TEAM MANAGER
Stenhousemuir Office.

14th December 1994.

IK/EA.

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET

9/12/94 17.35

CLIENT'S NAME:

SCOTT DOWELL

84 Roughlands Drive
Carnoustie

ALERT by Ian Kinsley.

Scott well known (nb. prev. EDT records)
 SW + Asst: visited this afternoon &
 witnessed family arguments, during which
 Scott attacked his sister viciously. Staff brought Scott
 back to the office.

Ian Kinsley succeeded in obtaining respite-care (Sec 15)
 placement for Scott for the w/e with:

Mr + Mrs Harley, 30 Clarinden Ave, Carmar (0324 613112)
 who are Teenage Foster. Carers and will probably cope. However
 they have been given EDT No., and YCC / Ian Watson
 have been alerted in case of breakdown. Scott should not
 go home at this stage.

23.22. Mrs Dowell phoned - a bit weepy - asking whether Scott had
 settled in foster care. Advised her that we had had no adverse news
 gave her some reassurance & thanked her for phoning.

10/12/94. ~~The~~

11.35 am. Tlc from Mrs Dawell quite distressed. Scott
 had just telephoned her from the Warricks Social Club.
 Her concerns were that he was being allowed to do
 as he liked and that he had met up with Paul Cusack
 which would lead to trouble. Mrs Dawell also said that
 Scott had told her to put Donna out so he could come
 back, thus she was not prepared to do.

Spoke both to Mr & Mrs Dawell about viewing weekend

Signed

Peter Dilworth.

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET

1 | 6 | 6 | 2 | 0

CLIENT'S NAME:

Scott Dawell

~~Date~~

as a break from demands they felt they were under. Mr Dawell not at all happy felt Scott should be in residential care (i.e. Tullibody) were he would be too far away to come back to Steinhilber area in addition ~~he~~ it would be a "sharp sharp shock" Advised Mr Dawell that care not a punishment.

Initially Mr Dawell irate that Scott would get treated like a "conquering hero" & he was "getting away" with his behaviour.

Eventually & reluctantly agreed to contact foster care T/C to Mr Harley. No problems with Scott who was away to get his friend (Paul Cusack?) to bring back to foster care. Mr Harley not aware of any advice that ~~he~~ ^{Scott} should not see Paul and is happy to meet him.

T/C to Dawells spoke to Mrs Dawell. Not very happy but eventually agreed to my not to worry. Her concerns are that Scott will get into trouble with Paul Cusack who was involved in an incident with a 13yr old girl. Zoe Taylor (Address unknown). Mrs Dawell alleged that Paul Cusack & Thomas Buchanan had got Zoe drunk & had sex with her. The girl was ~~now~~ now granddad because she had been drunk. Mrs Dawell gave this information to show what a

Signed _____

CENTRAL REGIONAL COUNCIL SOCIAL WORK SERVICES

EMERGENCY DUTY TEAM

CONTINUATION SHEET

16/6/2010

CLIENT'S NAME:

Scott Dawell

bad influence these boys were - Scott had not been present at time of incident but told his mother about it. Mrs Dawell did not want anything done about information - I advised her that I would need to act on it. She told me that she had told S.W. (about it). However given confused manner in which Mrs Dawell can present information it was not clear how much if anything she had passed on.

Tlc to Sheila Woodburn. - not aware of Mrs Dawell passing this information, but advises that she frequently presents information then retracts it.

Signed C. Palmer-Dodgson

2/12/94

CONTINUATION SHEET

Date 2/12/94 ① S.W. Sheila Woodburn
Time 19.45.

1 | 1 | 3 | 2 | 9 |

CLIENT'S NAME:

Scott Dawell

84 Roughlands Rd
Carranshore.

The from Mrs Dawell requesting that EDT visit as she was having problems with Scott. She had also phoned the Police.

Scott grounded by his father (who had gone out & left Mrs Dawell to deal with Scott) for his attitude at home and school. He is grounded until he improves his attitude however he is currently in his room with rawe music playing at full volume (this could not be heard down the phone).

It was difficult to ascertain what exactly Mrs Dawell wanted to happen as her complaints ranged from cost of electricity, Scotts attitude towards his dad ^{the friends he keeps etc.} his dad being out & leaving her to cope with the house, children and everything all of which indicated that she wasn't coping.

Discussed tactics with Mrs Dawell i.e. if she brought in Police & S.W. to control Scott he would ~~not~~ expect them each time. The loud music being a tactic by Scott to aggravate her.

Signed _____

EMERGENCY DUTY TEAM

CONTINUATION SHEET

②

1 | 1 | 3 | 2 | 9

CLIENT'S NAME:

Scott Dawell

Scott came downstairs during phone call to help ~~himself~~ himself to food & Mrs Dawell gave him a piece of her mind. Scott agreed to speak to me. Scott was reasonable & polite on the phone. He did not understand why he was grounded. He does not see anything wrong with his friends' behaviour etc. He agreed that the best way to get grounding lifted was to ~~keep~~ keep the music down & to the line. He went ~~back~~ back to his room & his mother reported that things were quiet. Agreed to phone back in 1 hr to see how things ~~were~~ were.

21.25. Tlc to Mrs Dawell. Scott ^{had} come downstairs ~~but~~ but his younger sister & Mrs Dawell phoned his Dad at the Club who said 'let him go out' so Scott has gone out & is due back at 22.00. There are no marks on the child & Mrs Dawell appeared fed up with the whole situation. She believes that Scott will return at 22.00 hrs ~~but~~ Dismissed + ve's with her! i.e. Scott basically polite, not in trouble police helpful round house etc

Signed _____

EMERGENCY DUTY TEAM

CONTINUATION SHEET

(3)

1 | 1 | 3 | 2 | 9 |

CLIENT'S NAME:

Scott Dawell

however she gets no support from her husband no time to herself & is left to deal with the problems with Scott & Danna herself. She is worn out with it & doesn't know how much more she can take. Unfortunately having told Scott he was grounded the Dawells have now gone back on that & Scott will now know that he can call the shots. Mrs Dawell does not appear to grasp this and has no real idea of what to do with Scott. It would appear that the problems between Mr & Mrs Dawell also exacerbate the difficulties ~~with~~ with each other ~~by~~ leaving the other to 'do the business' with the children.

Mrs Dawell reported that 2 of the children are going to Parkmore tomorrow which will give her a break.

Police were to call as investigating a rape (apparently of a friend of Scott's) in Steinhausem. Mrs Dawell will contact s.w. next week.

Signed

C. Pollock

21/11/94 4

CONTINUATION SHEET

Scott Daniel (14)
84 Roughlands Dr

Canons Chase . SS13 75.

CLIENT'S NAME

Scott Daniel

SW. Sheila Woodham
Stenhousemin

19.00 . 21.11.94 .

T.C. from Mrs Daniel to state that she was having problems with Scott and that he was wanting to be received into care. She stated that he is going around with an 18 year old whom she disapproves of. He had been granmaled tonight for not helping her during the day and was going back to his father and to her. Mrs D. sounded very upset on the phone. Mr. D. came to the phone and said that Scott's attitude towards him and his wife was poor and he questioned every decision made. He had also threatened his mother.

Advised Mrs. D. that EDT would not be receiving Scott into care but we would call out and talk to Scott. Mr. D.

Signed

said that he would be going out but his wife

EMERGENCY DUTY TEAM

CONTINUATION SHEET

2

would be in

11113219

CLIENT'S NAME:

Scott Donnell

19.40. Home visit carried out.

Mrs Donnell and all the children were in the house. Mr. Donnell had gone off to the bingo. Mrs Donnell's friend joined from two doors down the street and also there did suggest to take the youngest children to her house ~~and~~ while to allow Mrs D. and to discuss problems.

Mrs Donnell stated that Scott refuses to be what he is told and gives cheek all the time. He has been excluded from school for the 5th time and his last exclusion is a stage 2 which means that the next step is expulsion. Mrs D. said that every time he has been excluded has been because he hits another boy Robert Campbell. Mrs D. said that Scott had been grounded and was allowed to go out yesterday on condition that does not mix with Paul Busack who is 18 years of age. Parents claim that he was with Paul yesterday and they are not happy with this.

Signed _____

Scott should have given his mother a hint

EMERGENCY DUTY TEAM

CONTINUATION SHEET 3

CLIENT'S NAME

Scott Donnell

but had fun to do -
although Mrs D. did state that
he is helpful around the house; and was grateful
~~for~~ Mrs D. said that Scott did not agree with
this and he shouted at his father.

Mrs D. who looks completely worn out said
that she is fed up, having the referee between
Scott and his dad. Mrs D. does look as if
she ~~is~~ is about to come in and it
is the nurse's opinion that she appears to have to
cope with everything on her own. The house was
unholy with clothes strewn all over the floor.
She appears to be getting little sleep with the baby
and also appears to be up half the night
worrying about Daniel (16), as she sometimes does
not come in till late.

Mrs D. appears to be out of the house most nights
and it appears is not very supportive.

He plays in a band and I suggested that as
Scott is also interested

in music that his father could spend some time

Signed _____

EMERGENCY DUTY TEAM

4

CLIENT'S NAME:

I was concerned about how long Mrs D. can
sustain the pressures she has in running the
family with little or no ~~apparent~~ support
from husband or family.

Tel Mr. D. to I have local office tomorrow.

Signed

21/10/94

MEMO

SOCIAL WORK DEPARTMENT

To Team
EDT

From S Woodburn
STENHOUSEMUIR

REF. No. 38
DATE 21st October 1994
TIME 17:03

Subject: Alert

Re: Dowell, 84 Roughlands Drive, Carronshore.

Message received from Mr Dowell about 4.40 p.m., to say his wife Margaret has gone into labour - He needs to take her to hospital but needs someone to look after the children.

Phone call made to Dowells home, telephone number, 01324 556402, from 4.50 pm until 5 p.m., no reply.

18/9/94

EMERGENCY DUTY TEAM

CONTINUATION SHEET

Stenhamstruier.

18/9/94

ca. 45 hrs.

1	1	4	3	5
1	1	3	2	9

CLIENT'S NAME:

Scott Dorwell

84 Roughlands Drive

Coroner's -

tel 0324/551375

Mrs Dorwell contacted the operator saying that Scott (14 yrs)
had run away.

When E.D.T. worker phoned back, police had just arrived to
take details. Mrs Dorwell told me that Scott and Donna
had left the house at 5 p.m. - Although they had gone out together
Donna does not know where her brother is since they had gone
their separate ways.

Scott has never stayed out late before and Mrs Dorwell holds
Donna responsible - he feels that Scott is copying his sister's
behaviour. I advised Mrs Dorwell that I would be sending
a report to the local Soc. Work dept.

SOCIAL WORK DEPARTMENT	
LARGE? #18-OFFICE	
DATE	1994
TIME	Am
DISTRIBUTION	

EMERGENCY DUTY TEAM

+11435

CONTINUATION SHEET

CLIENT'S NAME:

Danna Dowell

Stinner

S. Woodburn

Date 13/9/94
Time 173084 Roughtlands Dr
Carraraire

The firm Mr & Mrs Dowell claiming Danna is
 ABC She is working in a hairdressers
 earning £37 p.w. She has agreed to help
 around the house is cheeky and is staying
 out until 04.40 in the am and this is
 upsetting Mrs Dowell. Mrs Dowell has
 to cut a long stay short - Mrs Dowell has
 been allowing Danna to do this and leaving
 her money. Mr Dowell has now got his
 own and Danna refuses to abide by new
 rules to give his rent money do her own
 washing, ironing and be home at 23.00.
 She with Danna on the phone - She is
 unwilling to listen to her father. Advised to
 this she came home at 04.40 this am
 and called in sick to her work but is

SIGNED

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

2

CLIENT'S NAME:

Donnell

determined to go out tonight
 advised parents to tell Donna gently
 what is expected and we need to work them
 down
 Donna has threatened to move out but hasn't
 done so indicating she doesn't intend to
 other than a contention is that she receives
 £4.60 per travelling expenses but her father drives
 her to & from work but won't contribute towards
 that
 Parents appear to give Donna mixed messages
 and when they try to be authoritative she
 will not accept this
 have advice Parents appear to need a lot of
 support. advised 10 inform NO of problems
 18.45. At home distressed Mrs Donnell - Donna
 trying to climb out of a window & they have
 called the fire but they can't do anything
 as she is 16
 advised that they can do little to change Donna's

SIGNED

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET 3.

CLIENT'S NAME:

Donnell

mind either. Worker en route to
 of investigation, basic arranged
 colleague to call Mrs Donnell back.

E. Quinn called family. Same situation. Wanting
 by ~~LOCAL WORK DEPARTMENT~~ however she informed worker
 that there were on route and hanging up.

by ~~LOCAL WORK DEPARTMENT~~ physically respond due to other
 child care incentives

family will no doubt contact L.O. and
 mediation required. Parents appear unsuccessful
 in approach and given Donna is very
 little that can be achieved.

SIGNED

E. Marshall

EMERGENCY DUTY TEAM

CONTINUATION SHEET

DATE 12/8/94
 TIME 01:40 AM
 REF BY MR DOWELL
 SW, SHEILA WOODBURN.

6 | 6 | 2 | 0 | |

CLIENT'S NAME:

DONNIA DOWELL

84 ROUGHLANDS DR
 CARRONSHORE.

Mr Dowell phoned up to say Donna missing. As has been the case in the past, Mr Dowell wanting EDT to "do something" which not actually possible given she was missing. As usual I advised I would contact local office. SW due to visit.
 9.30 HRS; cont. local office; duty officer + passed on above.

18.30 HRS; Mr + Mrs Dowell contacted EDT, angry and hysterical. Donna had returned but was planning to go out again. Much shouting, swearing etc. Mr Dowell advised he had spoken with SW this morning but "SW was no help."

Again I discussed matters esp. in light that Donna 16yr is less than 48hrs. I suggested there was little could be done given these

SIGNED

Mr. & Mrs. J. Dowell
84 Roughlands Drive
CARRONSHORE
Falkirk.

Mrs. Barbara McCormack
247
BMcC/EA.

25th April 1994.

Dear Mr. & Mrs. Dowell,

Undernoted are the dates of my visits to you for the next six weeks:

Week Beginning Monday 9th May 1994

Mondays	11.30 a.m. - 12.30 p.m.
Wednesdays	11.30 a.m. - 12.30 p.m.
Thursdays	11.30 a.m. - 12.30 p.m.

If these days/times are not suitable for you please let me know.

I will not visit on Monday 9th May, but will commence visiting on Wednesday 11th May, and then three days per week thereafter. Please note that I will be on holiday during the week Monday 2nd May - Friday 6th May, and that the office will be closed for public holidays on Monday 2nd May and Tuesday 3rd May.

I look forward to working with you.

Yours sincerely,

Mrs. Barbara McCormack
FAMILY AIDE

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

ARRET KINSEY

CONTINUATION SHEET

DATE 17/4/94 + 16.4.94

TIME 21.00 ONWARDS x x x x

REF BY MR DOWELL (DAD)

SW SHEILA WOODBURN,

711329

CLIENT'S NAME:

DONNA DOWELL

811 ROUGHLANDS DR.
CARRONSHORE

Again, several phone calls from Mr Dowell about Donna. This time Donna was refusing to come in at arranged time + was staying at another house. I advised this for Mr Dowell to sort and, he advised police not willing to assist. Mr Dowell "claims" social worker only visits family a 9.20am when Donna is at school which is no use as SW should be seeing Donna. I advised he should contact local office about this. Clearly he is experiencing difficulties with Donna however I felt that tonight's events were his responsibility to sort and. Mr Dowell discussing ~~however~~ Ric, however I refused to enter into this advising this an issue for local office.

17/4/94, 01.30 HRS, message from police to advised they had returned Donna to his father's house. Donna refusing to get out of

SIGNED

EMERGENCY DUTY TEAM

CONTINUATION SHEET

11/3/2/9/1
CLIENT'S NAME: Dowell

police car. Police said they would deal with it but asked that EOT contact Mr Dowell. EOT NA + on other calls; + not available until 4am by which time I was not prepared to contact Mr Dowell. Advised police of this who advised this appropriate and not essential Mr Dowell be contacted.

18/4 - 11 35 - T-call from Mrs Dowell saying she wants someone to come out & speak to her daughter Donna about her lifestyle & behaviour. As Donna is still in bed at the moment I suggest she + Mr Dowell need to discuss problems at the moment I suggest she + Mr Dowell need to discuss decide whether or not they wish to ground Donna or not because of her behaviour. Suggested she contact area S.W. tomorrow to discuss the management of Donna's behaviour. Mrs Dowell rang off saying that was what she would do.

Maddy Hoag

14:00

Mrs Dowell rang again quite upset nothing new from above. Donna had risen but was staying in her room and not talking or being helpful. Spoke for some time with Mrs Dowell generally sympathetic and looking for positives re Donna to get things into perspective. Also had a word with Donna who was calm but not very communicative.

SIGNED

Pat Hetherington

EMERGENCY DUTY TEAM

CONTINUATION SHEET

Date 28/3/94

Time 22.30

CLIENT'S NAME:

Dewell Family

84 Roughtlands Dr

S. Weetman

Lambert.

She had been grounded on Saturday night as she
 had come home at 23.00 - 1 hour later than
 agreed. However tonight Mrs Dewell had allowed her out
 - to return by 21.30 but she still wasn't home.
 Forward mixed messages given to Jenna as not a
 the problems re Mr D saying one thing - Mrs D
 saying another. make excuses for his wife re asthmatic
 & other kids. pregnant again. Advised that if Jenna
 hit home soon he report her missing & not to
 contact police tonight - better left to morning.
 Mr D in agreement with this. (He) contact tomorrow pm
 Mr. Mrs D would appreciate slow.
 as they wish to discuss problem with slow.
 (They do have appt for 30/4/94? but "they can't
 wait that long")

SIGNED

Cath Marshall

3545. Re from Mrs D - Jenna home Mrs D insisting that SWD
 contact family tomorrow.

MEMO

SOCIAL WORK DEPARTMENT

To David Law
CHILD PROTECTION

From I Kinsley
LARBERT

REF. No. 07
DATE 22nd February 1994
TIME 10:42

Subject: CARRIE-ANN DOWELL

AMMENDMENT TO CHILD PROTECTION PRELIMINARY INFORMATION
SENT: 18TH FEBRUARY 1994

Intended Course of Action:
To be Added to end of this section.

Referred to Bill Park, C.P.U. Tel No 0506 827080
Agreed that matter could be investigated the following week. Agreement reached
with Mr & Mrs Dowell that they would not baby-sit Irene Wilson's children,
until outcome of investigation known.

MEMO

SOCIAL WORK DEPARTMENT

To I Kinsley
LARBERT

From S Woodburn
LARBERT

REF. No. 90
DATE 18th February 1994
TIME 16:32

Subject: Carrie-Ann DOWELL

Surname: DOWELL Forename: Carrie-Ann D.o.B.: 13.11.90
Address: 84 Roughlands Drive, Carronshore. Tel No: 0324 551375.
Next of Kin: Margaret Dowell, Mother, 84 Roughlands Drive, Carronshore.
Family: John (Jock) Dowell, Father. Margaret Dowell, Mother. Donna Dowell,
Sister. Scott Dowell, Brother. John Dowell, Brother. Barry Dowell, Brother.
Address; 84 Roughlands Drive, Carronshore.
School: Pre-School G.P. Dr Hillan Tel: 554231

Reason for Contact: Suspected Sexual Abuse.
Referrer: Mrs Dowell, Mother.
Method of Referral: Telephone call
Services: Social Work Only Investigation. Date Referred: 17.02.94.
Tel No of Referrer: 0324 551375 Time of Referral: p.m.

Brief Details of Incident, Area Of Concern: During home visit to Margaret Dowell, she informed me that Carrie-Ann had told her that Margaret-Ann Wilson (12 yrs) had hit her and touched her Private Parts. (Family Aide)
Home Visit p.m. Social Worker & Family Aide: Only Mr Dowell at home. He informed a family friend, Irene Wilson of 79 Webster Avenue, brings her children Margaret-Ann, Colin and Gary to the Dowell home Mondays & Wednesdays as the Dowells baby-sit all the children. At these times Margaret-Ann Wilson won't leave Carrie-Ann alone. She carries her all the time - locks them both in bathroom: Carrie-Ann frequently cries - states she bumped herself. Last November John and Barry Dowell told Mr Dowell that Margaret-Ann took down her pants in front of them when in the bedroom.

Intended Course of Action. (Specify Names of Social Worker, Police Officers Involved): Referred to Bill Park - Bo'Ness Office: Tel No: 0506 827080

SOCIAL WORK CLIENT INFORMATION SYSTEM

CHILD PROTECTION PRELIMINARY INFORMATION

PART

REFERRAL DATE: 17/5/94
 ALLOCATION DATE:
 TEAM: STIMULUS INITIALS:

FOR OTHER CODES

CHECK CODE LIST AND ENTER BY HAND

SENIOR'S INITIALS :

CLIENT NO:

AREA: DENNIS STEW HOUSEMOIR

SURNAME: CARRIE-ANN DOWELL

FORENAME1: CARRIE-ANN

FORENAME2:

DATE OF BIRTH: 13-11-90

SEX: M ☐

F ☒

CURRENT ADDRESS: 34, ROUGHLANDS DR.
 CARRONSHORE

POSTCODE:

TEL. NO: 0324 551375

HOME ADDRESS
 IF DIFFERENT:

POSTCODE:

TEL. NO:

NEXT OF KIN: MARGARET DOWELL
 RELATIONSHIP: MOTHER

ADDRESS: 34, ROUGHLANDS DR
 POST CODE: CARRONSHORE

TEL. NO:

G.P.: DR. GILLAN

TEL. NO.: 554231

SCHOOL:

NAME	FAMILY RELATIONSHIP	DATE OF BIRTH
JOCK	FATHER	1-7-48
MARGARET	MOTHER	30-1-56
DENNIS	SISTER	15-3-78
SCOTT	BROTHER	26-2-80
JOHN	BROTHER	18-4-80
BARRY	BROTHER	27-6-83

CARRIE ANN

13-11-90

OCCUPATION

PRE-SCHOOL
 EDUCATION

NS ☐
 ED ☐

REASON FOR CONTACT

CN01 SUSP. PHYSICAL ABUSE ☐
 CN02 SUSPECTED NEGLECT ☐
 CN03 SUSP. FAILURE TO THRIVE ☐
 CN04 SUSP. EMOTIONAL ABUSE ☐
 CN05 SUSPECTED SEXUAL ABUSE ☐

CP01 ESTAB. PHYSICAL ABUSE ☐
 CP02 ESTABLISHED NEGLECT ☐
 CP03 ESTAB. FAILURE TO THRIVE ☐
 CP04 ESTAB. EMOTIONAL ABUSE ☐
 CP05 ESTAB. SEXUAL ABUSE ☐

SOURCE

CO01 SELF ☐
 CO02 PARENT/RELATIVE ☒
 CO03 FRIEND/NEIGHBOUR ☐
 CS01 REPORTER TO CHILD PANEL ☐
 CS02 TEACHER/SCHOOL ☐
 CS08 ANONYMOUS ☐
 CS09 FOSTER PARENT ☐
 CS10 RSSPCC ☐
 CS12 REG. PSYCHOLOGY SERVICE ☐
 CS16 RESID. CHILDREN'S UNIT ☐
 CS17 RESIDENTIAL SCHOOL ☐
 CS18 EDUC. DEPT. NURSERY ☐
 LE01 POLICE ☐
 LE02 PENAL INSTITUTION ☐

LE03 SHERIFF COURT ALLOA ☐
 LE04 SHERIFF COURT STIRLING ☐
 LE05 SHERIFF COURT FALKIRK ☐
 LE06 OTHER SHERIFF COURTS ☐
 LE07 DISTRICT COURTS ☐
 LE08 COURT OF SESSION ☐
 LE09 HIGH COURT ☐
 LE10 SOLICITOR ☐
 LE12 ENGLISH COURT ☐
 LE13 POLICE CHILD PROTEC. TEAM ☐
 ME02 GENERAL PRACTITIONER ☐
 ME03 SCHOOL DOCTOR ☐
 ME04 HOSPITAL DOCTOR ☐
 ME05 COMMUNITY NURSING STAFF ☐

ME06 HOSPITAL NURSING STAFF ☐
 ME07 HOSP. BASED SOC. WORKER ☐
 ME08 GP/HLTH. CTR. SOC. WORKER ☐
 ME12 HEALTH VISITOR ☐
 SW04 E. D. T. ☐
 SW05 DAY NURSERY ☐
 SW19 SENIOR SOCIAL WORKER ☐
 SW20 SOCIAL WORKER ☐
 SW27 OTHER VOLUNTARY ORG. ☐
 SW31 ALLOA FAMILY CENTRE ☐
 SW33 CHILD PROTECTION S.W. ☐
 SW36 HILLFOOTS FAM. CENTRE ☐
 SW49 COMMUNITY CARER ☐
 SW50 SSD/PROBATION E.W. AND I. ☐

METHOD OF REFERRAL

MT01 PHONE ☐
 MT02 VISIT ☒
 MT03 LETTER ☐
 MT04 NOT KNOWN ☐
 MT05 LIAISON MEETING ☐

SERVICES

FW69 CONTACT WITH POLICE ☐
 MI34 JOINT POLICE INVESTIGATION ☐
 MI36 S. W. ONLY INVESTIGATION ☐

DATE STARTED:
 DATE STARTED:
 DATE STARTED: 17/2/94

SOCIAL WORK CLIENT INFORMATION SYSTEM CHILD PROTECTION PRELIMINARY INFORMATION

PART 2

CLIENT NO: _____ CLIENT NAME: CARRIE/ANNE DOWELL
 NAME OF REFERRER: DOWELL MRS MARGARET
 ADDRESS OF REFERRER: DOWELL
84, ROUGHLEADS, DRIVE
STENHOUSEMUR.
 TEL. NO. OF REFERRER: 0524 551375
 DATE & TIME OF REFERRAL: 17/2/94 - PM.

BRIEF DETAILS OF INCIDENT / AREA OF CONCERN DURING HOME VISIT TO MARGARET DOWELL, SHE INFORMED ME THAT CARRIE-ANN HAD TOLD HER THAT MARGARET-ANN WILSON (12YRS) HAD HIT HER AND TOUCHED HER "PRIVATE PARTS." (FAMILY AIDE VISIT)

HOME VISIT PM. S.WORKER & FAMILY AIDE: ONLY MR. DOWELL AT HOME. HE INFORMED A FAMILY FRIEND IRENE WILSON OF 79 WEBSTER AVENUE, BRINGS HER CHILDREN MARGARET-ANN COLIN AND GARY TO THE DOWELL HOME MONDAYS & WEDNESDAYS AS THE DOWELLS BABY-SIT ALL THE CHILDREN. AT THESE TIMES MARGARET-ANN WILSON WON'T LEAVE CARRIE-ANN ALONE. SHE CARRIES HER ALL THE TIME - LOOKS THEM BOTH IN BATHROOM. CARRIE-ANN FREQUENTLY CRIES - STATES SHE BUMPED HERSELF. LAST NOVEMBER JOHN & BARRY DOWELL TOLD MR DOWELL THAT MARGARET-ANN TOOK DOWN HER PANTS IN FRONT OF THEM WHEN IN THE BEDROOM.

INTENDED COURSE OF ACTION. (SPECIFY NAMES OF SOCIAL WORKER / POLICE OFFICERS INVOLVED)

REFERRED TO BILL PARK - BOSS OFFICE. TEL: 0524 827080.

OTHER COMMENTS

SOCIAL WORKER: Shelia Worribson

DATE: 18/2/94

SENIOR SOCIAL WORKER / AREA OFFICER:

DATE:

Note: Preliminary information should be completed and sent via CIS MESSAGE SYSTEM to P.O. CHILD PROTECTION, with copies to Senior Social Worker and Area Manager, within one working day of receipt of information.

Tuesday 15/2/94 :
Contract - Dawell - Family Aide -

- 1 - Visits Family Aide - Twice p/week
Housework
Tidying up - work to be shared with Margaret & Jack.
S. Worker - to visit once p/fortnight
- 2 - Twice p/week - for first four weeks 2 hrs
per day:
3. Main areas - clearing clothes - clearing things out
tidying / washing cupboards.
4. Margaret to ensure she has cleaning materials
and disinfectant.
5. Start a) Kitchen b) living room, then other rooms
6. Children - particularly Scott & Donna, to take some
responsibility for own rooms being tidy.
7. Arrangements to be made by f/aide - rubbish
in garden etc to be recycled
8. Look into finances - once house in order - ie
decorating.
9. Housing Dept - installing bath & toilet also
renewing fire place
10. Once above up and running - look at Budgeting.

RY
B O S. Worker : Sheila Woodburn. Margaret Dawell
F/Aide: Jm Mcrab. *John Dawell*
Donna Dawell

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

8/2/94

CONTINUATION SHEET

Stonhamm -
Shila Woodburn

17.05 hrs.

CLIENT'S NAME:

Dorwell family

24 Roughlands Drive
Carronshore -

Soc worker family side, Homeless Team worker and someone from the housing dept all visited Mrs Dorwell today.

Mrs Dorwell has been advised that he cannot remain at home due to disorder and was given a list of B+B. He is refusing to accept going to bed + breakfast.

He phoned his lawyer who advised him that he has tenancy rights and that his wife cannot put him out although the house is in her name.

Mr Dorwell therefore intends to go back home.

Mrs Dorwell is adamant that she does not want her husband back and she was advised by housing officer that she has the right to keep him out of the house.

Soc worker will seek legal advice to see whether Mrs Dorwell has tenancy rights or not.

If he has - Mrs Dorwell should seek an interdict order.

SIGNED

Emilia Quinn

EMERGENCY DUTY TEAM

7/2/94
17.15 hrs.

CONTINUATION SHEET

(1) Stenhousemuir
Shilla Woodburn

CLIENT'S NAME:

Dorrell family

24 Raughlands Drive
Carronshore

Tel 0324/551375

Mr Dorrell phoned EDT saying that he had phoned the local office at about 15.30 hrs this afternoon and had been told that Shilla Woodburn was on duty, but would phone him after the meeting. He has not yet heard from his social worker. He stated that he was most dissatisfied with the lack of service from the social work dept. and he told me that he intended to lodge a complaint.

Parent problem: Barry (6 yrs) was involved in a fight with another boy at school - named David Roy (?)

This boy's father complained to Barry's parents and whilst doing so he said to have assaulted Mrs Dorrell.

Mrs Dorrell contacted the police who didn't seem interested as the police said that they were coming down, but have not done so.

Barry said that the other boy had started the fight, whilst the other boy is blaming Barry.

Mrs Dorrell called Barry a liar and this caused another fight between him and his wife.

Mrs Dorrell (the house has been signed over into her name since the couple's last separation) told her husband to leave.

Mr Dorrell says that Scott (13 yrs) wants to come with him. He contacted the housing dept and was told that he would not be given any accommodation unless he can prove that he has custody of Scott.

17.30 hrs. Worker contacted Shilla Woodburn at home for further background information. It was agreed that Scott could go with his father if such was the child's own wish. Social worker will visit the family - together with family adviser - on Wednesday morning 9/2/94.

17.45 hrs. EDT phoned the Dorrell family and spoke with Mrs Dorrell who was insisting that her husband should leave the household tonight. She allowed me to talk to Scott, who appeared quite calm and mature in his decision making which was that he wanted to be with his father. After having spoken with Scott, I had another word with Mrs Dorrell.

SIGNED

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

(2)

CLIENT'S NAME:

Dowell family

He told me that he feels that it was a mistake to sign the tenancy to his wife.

He stated that she has been telling him on numerous occasions over the last 3 weeks, to leave.

"If things are not going exactly the way she wants, she tells me to get out." Worker feels that Mrs Dowell may have a point there - It was agreed that I would contact the H.P.O. and see if the housing dept. would assist in giving her accommodation to Mrs Dowell + her son Scott.

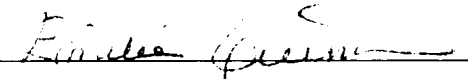
Worker contacted ^{duty} H.P.O. and discussed their case with Catherine Grant - who agreed to phone Mrs Dowell and check her needs -

21.30 Catherine Grant informs E.D.T. that she has placed Mrs Dowell and Scott at 48 Bruce Drive, Stenhousemuir. After these arrangements had been made, she informed Mr Montgomery - who is the homeless persons officer in charge of homeless accommodation in F.H. Mr Montgomery was not pleased to hear that Mrs Dowell had been offered homeless accommodation and Mrs Dowell may well find herself homeless tomorrow.

22.00 hrs - Mrs Dowell contacts E.D.T. that she cannot cope in getting the children to bed - Could E.D.T. visit and assist? During the evening Mrs Dowell had to call the wife unit to contact the police in order to have Mr Clive Roy (= father of the boy with whom Barry had a fight) charged for assaulting her. Mrs Dowell had mentioned in front of the children that Clive Roy is known for being a very violent man. If he is charged by Mrs Dowell, he would then take revenge by either killing Mrs Dowell or by throwing a petrol bomb into the house. Johnny is afraid that this will happen tonight. E.D.T. spoke to Johnny on the phone and we advised Mrs Dowell to make him some hot drink and to put him to bed with his favourite book.

Please could E.D.T. have update about developments tomorrow? Since this family is likely to get in touch with us again if matters don't work out for them -

SIGNED



8-2-94

AM

EMERGENCY DUTY TEAM

CONTINUATION SHEET

DATE 17-1-94

TIME 21.25

REF BY MR & MRS D. →

SW STELLA WOODBURN,

111329

CLIENT'S NAME:

DOWELL

84 ROXBOROUGH DR
CLASH RE

A very angry Mr & Mrs Dowell on the phone — sometimes both speaking at once as we down the phone.

They wanted me to come and give Donna a "good talking to right away."

Unfortunately EDT very busy and I had to phone Dowells back twice as I got interrupted by higher priority calls.

The basis for ~~Mr & Mrs~~ Mrs & esp Mr Dowell's anger is their disgruntlement with SWD, esp the local office.

1st = they were not happy that EDT had not contacted them back yesterday. I advised them of contents of yesterday's EDT referral.

2nd = Mr Dowell not happy with SWD (ambulance) response as "they are never there."

SIGNED

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

11/3/2/9/

CLIENT'S NAME:

DOWELL

3rd; Mrs Dowell contacted local office today + Ian Kinsley (TM) did not get back to her.

4th; Mr Dowell wanted to know if he could get Dock St CH closed down.

5th; Mr Dowell as noted requested I come out + speak with Donna who was threatening to leave home because they would not let her see her boyfriend, Chris Spence. I advised they take a firm line ~~that~~ + that they report her missing etc if she left home. I also refused to attend + maintained that this would only further undermine their parental control + that EDT could not be used in this way + that the general issues they were ~~to~~ complaining about, reg. Donna would be better dealt with in the long term by local office.

6th; Mrs Dowell advised she + her husband and gone to Bingo tonight and left their remaining children

SIGNED

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

1	1	3	2	9
CLIENT'S NAME: DOWELL				

In the care of Donna as "baby-sitter". They had come home to find the house in uproar. I questioned therefore Donna being used as a baby-sitter esp given her age + they advised they had watched a recent TV programme which said 15yr olds could be baby-sitters etc. I again advised them against this + they refused to take this on board.

4th, I advised Dowells to contact local office tomorrow + that they would have a copy of my referral. They said they certainly would do this + wanted "a response this time".

Mr Dowell not particularly with my response tonight either. Could local office please try + explain to the Dowells that EDT can not be used to give Donna a row and that these issues have to be dealt with by local office (Mr Dowell saying only time he gets something done is when he contacts Tony Clark QAU!!) SIGNED *[Signature]*

Thanks.

SOCIAL WORK DEPARTMENT
LABOR RELATIONS OFFICE
10
DATE: 18-1-94
TIME: AM
DISTRIBUTION:

F/m.
21/1/94.

Mr. & Mrs. J. Dowell
84 Roughlands Drive
CARRONSHORE
Falkirk.

Ms K. McCormick

241

KMcC/EA.

21st January 1994.

Dear Mr. & Mrs. Dowell,

May I remind you that following your visit to this office on Tuesday 18th January, we agreed to meet, at the office, on Tuesday, 25th January at 10.00 a.m. in order to see how things are going.

I look forward to see you then.

Yours sincerely,

Ms Kathleen McCormick
SOCIAL WORKER.

EMERGENCY DUTY TEAM

10/1/94

CONTINUATION SHEET

10/1/94

14.40 hrs.

SW. Sheila Woodburn

LARBART

Office.

111329

CLIENT'S NAME:

Donna DOWELL

84 Boughlands Dr.

Tel call from Mr Dowell requesting Carronshore.

EDT visit and talk to Donna about her association with Dock St. Children's Home, including Chris Spence (resident there).

Mr. Dowell stating that Donna at Dock St. again today against parents wishes and that his wife has gone to visit her home.

Mr. Dowell explained that his wife split up for Sweet's through Donna's behaviour and that he wanted Donna spoken to by EDT.

Mr Dowell feels that Donna can wrap mother round her little finger but that he is stricter.

Catalogue of complaints about Donna's behaviour and also complaining that police have searched his house 3 times since New Year looking for Chris Spence, usually in early hours.

EDT felt visit at this time to 'lecture' Donna, not appropriate. Agreed with Mr. Dowell that family would discuss and EDT would try to phone back later in day.

SIGNED

Sylvia Tate

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

2

10/1/94

SW - Sheila Woodman
Lalbert

CLIENT'S NAME:

Donna Dowell

Mr Dowell to contact EOT if situation deteriorated before this. Unfortunately EOT swamped with other priorities & never called Mr. Dowell back. However neither did he call central council so situation hopefully calmer.

EOT phoned Dock St. to advise of Mr. Dowell's concerns. They are still mulling Donna in but feel they cannot stop her talking to residents outside as she was doing today.

Mr Dowell considering letter of complaint re: Dock Street to Director of SW!

SIGNED

Sylvia Tate.

17-1-94
Am

CENTRAL REGIONAL CCOUNCIL

SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

Referral Number

11435

Social Worker

M. Burke

Surname:

Dewell

Forenames:

Margaret

Date

23/10/03

Time Call Received

13.15.

Address:

84 Doughtland Dr
Inverness

D.O.B./AGE

37

31/1/50

Time of Attendance

Time Spent

Area

Lehigh

Source of Referral:

Self

Reason for Referral:

Margaret very distressed, stating that her neighbours (Hunter) are making her life & childrens lives hell. They shout at the children if they are out playing and this am Mr. Hunter was shouting at the children which upset them.

Action Taken:

She has called the Police and they are en route. I advised this was appropriate but given her distressed state I undertook to call her back to establish what had transpired.

Contact with Margaret - much calmer. Neighbours not in. Follow-up Action Required: when Police called, but they will call back later. Margaret stating there is a meeting next week with H. Rep re situation. She will call at home. Dept met thing Monday am. Advised her to keep record of every incident / dispute.

Signed

K. Marshall

SUBJECT: [REDACTED]
LABORER'S OFFICE
RECEIVED
DATE: 25-10-93
TIME: AM
DISTRIBUTION:

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

20.9.93 01.25

Phone call from Control Room, asking me to phone Mrs Dowell, as husband was threatening to throw her out at 09.00 hrs.

Phoned; husband answered the phone he was aware of his wife's call & he spent 5-10 minutes giving his side of the story.

Discussed marital argument re. money / nights out

Spoke to Mrs Dowell, who gave her version of events.

Advised couple to seek legal advice, & to consider the children (aged 2-13) who were said to be asleep. Mr Dowell sounded slightly drunk but Mrs Dowell sober. Other general advice given.

Mr Dowell complained re lack of allocated SW - I gather Tony Clarke (Inspection/Qual Assurance Unit) is aware of this case.

At 01.50 (just as I had nicely dozed off) Mr Dowell phoned again. I advised him (a bit more firmly!) that I did not consider a H.V. necessary, but suggested that the couple speak to lawyers, Relate (which Mr Dowell mentioned) or Area Office as appropriate.

NB considered a Home Visit because of the presence of so many children but decided that the situation was obviously not new, & that the couple were aware of the resources available to them.

09.30 (approx). Relayed the above to Maureen Clark (Duty SW)

CLIENT'S NAME:

DOWELL Family

84 Englands Drive
Carmunsham
(0324) 551375.

SIGNED

Peter Doherty

NEW YORK DEPARTMENT
COURT AND OFFICE
FILED
21-9-93
AM

CENTRAL REGIONAL CCUNCIL		Referral Number	11329
SOCIAL WORK DEPARTMENT		Social Worker	
EMERGENCY DUTY TEAM			
Surname: Dowell	Forenames: Donna Marie	Date 5/9/93	
		Time Call Received 14.50	
Address: 80 Roughlands Dr. Lambert (551375)	D.O.B./AGE 15/8/78	Time of Attendance	
		Time Spent	
		Area	S'mit.
Source of Referral: M/He / F/He.			
Reason for Referral: Both parents consider Donna to be out with their control. Incident precipitating contact with EDT was that she went to the fairground last night with her younger brother and sister aged 2 and 6, not returning until 23.45 when the youngsters were cold. Dowell also related how she had told them last week she was going to the pictures, ending up in Leidsdorp. He also told how she had been drinking whiskey with her friends.			
Action Taken: EDT said we would relay information to local office.			
Follow-up Action Required:			
SOCIAL WORK DEPARTMENT LAMBERT SUB-OFFICE RECEIVED DATE: 6.9.93. TIME: AM DISTRIBUTION:			
Signed: <i>[Signature]</i>			

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

2-9-93.ST. THOMAS HOUSE MUR.
SW office.1735

CLIENT'S NAME:

Mrs MARGARET DONNELL

84 Roughtlands Drive
Gerrards Cross.Re: Donna Donnell (14 yrs)

Mrs Donnell stating Donna was causing problems at home and had been cheeky to her. Her father had sent her to her room and Mrs Donnell was wanting EDT staff to call out and speak with Donna. It seems there had been an IT meeting earlier today involving Donna & her brother Scott but Mrs Donnell felt unclear about the outcome. States she feels unsupported since previous SW Elkie Briggs had left.

Advised that she should make contact with Area team to clarify position re ongoing support. However felt it was not particularly helpful for EDT to respond at present time as Mr Donnell was dealing with Donna. Agreed to notify Area team of Mrs Donnell's contact and she agreed to make appointment with Duty Officer tomorrow.

SIGNED

Cine Morgan.

SOCIAL WORK LEADERSHIP	
LEADERSHIP - 1000	
1000 - 1000	
DATE	3/9/92
TIME	AM
ADDITIONAL:	

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

LABBERT

CONTINUATION SHEET

DATE 10/11/02

TIME 18.15

REF BY MRS DOWELL

SUBJECT CRADON.

6 6 2 0 1

CLIENT'S NAME:

DOWELL

70 WESTFIELD ST
GALKIRK.

Mrs Dowell (her 5 children) sep. from her husband last Tues. She prev. stayed at 84 Roughtons DR Carronshore where her husband remains.

She phoned EDT upset + anxious + said something about she had 2 of her children with her and the other 3 were with Mr Dowell + she didn't know how she would get them. The call got cut off + when I phoned back there was no reply.

Called homeless person ref who confirmed Westfield St was H.P. accom. + gave me tel. no (diff from call box). Phoned - no reply. Given Mrs Dowell's apparent anxious + confused state I contacted Larkhall police who very helpful and visited Roughtons DR but no one was in.

EDT had to go on other calls.

21.45 HRS. Contacted Mrs Dowell by phone ad homeless persons accom. She was in. She explained

SIGNED

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

EMERGENCY DUTY TEAM

CONTINUATION SHEET

6 | 6 | 2 | 0 | |

CLIENT'S NAME:

DOWELL

She had gone to her solicitors today with John (5) + Barry (8).

Carmie (2), Scott (12) and Donna (14) had gone to their dad's. When Mrs Dowell got back from the solicitors she realised it was dark + late + wasn't sure how she could pick up the other kids. However she says Mr Dowell had driven Carmie Scott + Donna to the 'market?' and Donna had got her mum to come + pick everyone up.

A very confusing story, + I suspect Mrs Dowell is considering returning to Mr Dowell. I told her I would pass this onto local office

20.11.92
AM

SIGNED

[Signature]



LARBERT SUB-OFFICE

336 Main Street Stenhousemuir Larbert FK5 3JR
Tel. (0324) 558885

Mr. R. McGechie
Children in Need
4 Albert Place
STIRLING.

Ask for Miss Helena Tuer

Extension 129

Our ref HT/EA.

Your ref

Date 19th March 1992

Dear Mr. McGechie,

Re : DOWELL FAMILY
84 Roughlands Crescent, Carronshore, Falkirk.

This family consists of Mr. & Mrs. Dowell and their five children, viz.:

Donna (13); Scott (12); John (7); Barry (4) and
Carrie Ann (19 months).

The family live in a four-bedroomed local authority house, moving there 4½ years ago following an indecent assault to Donna at their previous address in Letham.

Mr. Dowell has worked as a general labourer for I.C.I. Grangemouth for almost one year, however, previously was unemployed for a number of years. During these years the family relied heavily on catalogues for purchasing almost everything for the home and for the children, as this meant the cost could be spread over a period of time. Unfortunately, the couple found themselves having to make weekly payments much higher than they could afford. A social fund loan was also secured from DSS - a substantial amount of which remains unpaid. Rent arrears have been accrued and the Dowells pay this off at £30 per week. Also they have never paid Community Charge since it was introduced in 1989.

Mrs. Dowell suffers from asthma and depression which has hospitalised her in the past. Recently the family washing machine broke down, and due to its age is irreparable. Mrs. Dowell struggles to wash the whole family's clothing and bedding by hand, which is aggravating her asthma.

In addition, the four older children need new beds, their present ones being very old and rickety.

I should be grateful if you would consider this family for the following amount:

Washing Machine		£250. 00
4 x single beds @ £70 each		<u>280. 00</u>
		£530. 00

In/.....

A service of the Social Work Department — Director Ian Ross — Langgarth Stirling FK8 2HA Telephone (0786) 442000

Mr. R. McGechie
STIRLING.

2.

19.03.92

In February I applied to the local Rotary Club for financial assistance to obtain a washing machine. To date I have not received a reply, however, should this application be successful I will advise you of this.

Enclosed is a breakdown of the family's weekly income/expenditure, however, should you require any further information please contact either myself or Elke Cradden, social worker, to the family.

Yours sincerely,

Miss Helena Tuer
SOCIAL WORK ASSISTANT.

Encl.

THE DOWELL FAMILY : WEEKLY INCOME/EXPENDITURE

Income

ICI wage
Child benefit
Family Credit

£ 111. 00
39. 25
61. 30

£ 211. 55
=====

Expenditure

Rent
Electricity
Coal
Insurance
School Meals
T.V. Rental
Petrol (To/From work)
Provident Loan
Catalogues
Groceries

£ 30. 00
15. 00
10. 00
8. 00
25. 00
10. 00
10. 00
5. 00
17. 00
90. 00

£ 220. 00
=====

Mr. K. Watson
Larbert Rotary Club
Glenbervie Golf Club
Stirling Road
LARBERT.

Miss H. Tuer
129
HT/EA.

17th February 1992.

Dear Mr. Watson,

Re : DOWELL FAMILY
84 Roughlands Crescent, Carronshore, Falkirk.

The above-named family have lived at their present address for approximately four-and-a-half years, moving there from Letham following an indecent assault on their eldest child by a neighbour there. They have five children: Donna (13), Scott (12), John (7), Barry (4) and Carrie Ann (18 months). The family live in a four-bedroomed local authority house.

Mr. Dowell is presently working as a labourer for I.C.I. in Grangemouth, however, prior to starting this job last April he was unemployed for a number of years. During this time, Mrs. Dowell relied heavily on catalogues to purchase items for the family - e.g. clothing, Christmas presents, but found that she was having to make weekly repayments to these which were above what she could afford. A social fund loan was secured from DSS to whom they still owe a substantial sum which they are unable to pay off, given their present financial position. When Mr. Dowell began working in April, rent arrears were accrued: approximately £300 remains to be paid, but the Dowells are working hard to pay this off at £30 per week. On top of all this they have never paid their community charge since it was introduced in 1989.

Mrs. Dowell has suffered from chronic asthma since childhood and also suffers from bouts of depression which have hospitalised her from time to time in the past. It is felt that her asthma could be related to this depression.

Unfortunately, the family's washing machine has broken down and has been declared irreparable. This means that Mrs. Dowell is having to do the whole/

Mr. K. Watson
Larbert Rotary Club.

2.

17.02.91

whole family's washing by hand - a task which is physically very strenuous for her, given her asthmatic condition. Her husband assists her when he can, but it still a very labour intensive chore, especially as there is a baby in the house.

I have contacted the Chest, Heart & Stroke Association asking for financial assistance to purchase a washing machine, however, I feel pessimistic about them offering further assistance as recently they contributed towards having the telephone installed. (Mrs. Dowell's G.P. feels she is at risk without the phone).

I understand a quality second hand machine will probably cost at least £100. It would be false economy to buy a cheap machine as there is washing for seven people to be done each week!

I should be grateful if you would consider a grant to this family for this amount. Should this application be successful, the Social Work Department will supervise the use of the grant, and I would therefore be grateful if any cheque could be made payable to Central Regional Council.

Thank you for your consideration in this matter.

Yours sincerely,

Miss Helena Tuer
SOCIAL WORK ASSISTANT.

THE DOWELL FAMILY : WEEKLY INCOME/EXPENDITURE

Income

ICI wage	£ 111. 00
Child benefit	39. 25
Family Credit	61. 30

£ 211. 55
=====

Expenditure

Rent	£ 30. 00
Electricity	15. 00
Coal	10. 00
Insurance	8. 00
School Meals	25. 00
T.V. Rental	10. 00
Petrol (To/From work)	10. 00
Provident Loan	5. 00
Catalogues	17. 00
Groceries	<u>90. 00</u>

£ 220. 00
=====

CENTRAL REGIONAL COUNCIL SOCIAL WORK DEPARTMENT

LARBERT SUB-OFFICE

REPORT RE : MARGARET DOWELL, 84 ROUGHLANDS CRESCENT, CARRONSHORE, FALKIRK.

Mrs. Dowell and her family live in a four bedroom local authority house. They have lived there for approximately 4½ years moving there from a small isolated village following an indecent assault on their oldest child by a neighbour there.

Mrs. Dowell suffers from asthma and in addition to this has been hospitalised in the past for depression. She is an emotional lady and although she and her husband have had a number of relationship problems, they have tried hard to stay together as a family. It is felt that Mrs. Dowell's asthma might be related to her depression.

Mr. Dowell was unemployed for a number of years prior to starting a labouring job in April of last year, with I.C.I. in Grangemouth about 6 miles from their home. During that time Mrs. Dowell relied heavily on catalogues for purchasing items for the family eg. childrens' clothing, as she could then pay these off by installment. Unfortunately, she found she was having to pay off more each week than she could really afford. A social fund loan was also secured and approximately £400.00 is still owed to the D.S.S. Rent arrears were accrued and about £350.00 is still owed to Falkirk District Council although this debt is being paid off at £30.00 per week. The couple have never paid the Poll Tax and therefore owe 1989/90/91/92 arrears, of which they have no possibility of beginning to pay off at this time.

The conditions in which the family live are not appropriate for a young family or a person suffering from asthma. There is no washing machine in the home since their last one broke down beyond repair, so Mrs. Dowell washes the clothing and bedding for herself, her husband and the five children. The husband helps her where he can but because he works full-time, this help is limited.

In addition, the living room and kitchen floors are very much in need of covering - the kitchen in particular - and four of the children are needing new beds as their present beds are very old and rickety. Obviously purchase of the items would put the family's finances under even greater strain and to obtain them from catalogues would not be of benefit either, given their present weekly expenses.

I realise you do not normally make general grants of over £80.00, however should this application be successful, I should be grateful if you would consider a more substantial award for Mrs. Dowell, given the stress their finances put her under.

Ms. Helena Tuer.
Social Work Assistant.

22nd January, 1992.
HT/JJ.

REFERRAL FORM FOR FAMILY AIDE

1. Name: MRS. MARGARET DOWELL

2. Address: 84 ROUGHLANDS DRIVE
CARRONSHORE

3. Family Members:	Name	D.O.B.
FATHER -	JOCK DOWELL	37 yrs.
MOTHER -	MARGARET DOWELL	34 yrs.
DAUGHTER -	LYNNA DOWELL	MAY 1978 (13 yrs)
SON -	SCOTT DOWELL	26-1-80 (12 yrs)
SON -	JOHN DOWELL	18-4-84 (7 yrs)
SON -	BARRY DOWELL	27-6-87 (3 yrs)
DAUGHTER -	KERIE ANN DOWELL	8 months.

4. Social Worker: K. WIECZOREK.

5. Date decision taken to refer to Family Aide: 8th MAY 1991.

By Whom: CAROL McMILLAN, SEN SW.
K. WIECZOREK, S. JOKER.

6. Date Service Required: AS SOON AS POSSIBLE

7. Preferred Days and Time service required: TO BE ARRANGED.

Is this flexible: Yes/No

8. Anticipated Role of Family Aide:

- ① To work with Mrs Dowell in organising, ^{and motivating} herself TO KEEP THE HOUSE TIDY AND CLEAN
- ② To work with Mrs Dowell to budget within a limited family income.
- ③ To give Mrs Dowell positive encouragement + reinforcement of her daily tasks around the house
- ④ To give Mrs Dowell emotional support + practical help.

K. WIECZOREK

R L Glasspool Charity Trust
298 Hoe Street
Walthamstow
LONDON
E17 9QD

Karen Hervey
225
KH/ES

13 December 1995

Dear Mrs Moore

Re: Margaret Dowell, Ref: FM/LAH/11240

I write to confirm receipt of your generous donation of £250 towards the new washing machine.

This is very much appreciated.

Many thanks.

Yours sincerely

Karen Hervey
Social Work Assistant

02 NOV 1995



STENHOUSEMUIR OFFICE

130 King Street Stenhousemuir Larbert FK5 4HS
Tel. (01324) 558885 Fax. (01324) 563472

The Administrator
The Chest, Heart & Stroke Association
65 North Castle Street
EDINBURGH
EH2 3LT

Ask for Karen Hervey

Extension 225

Our ref KH/DS

Your ref

Date 31st October, 1995.

Dear Sir/ Madam,

Re. Mrs Margaret Dowell, 18 Evans Street, Larbert

Children: Donna (17 years), Scott (15 years), John (10 years),
Barry (6 years), Carrie Ann (4 years) and David (1 year).

Mr & Mrs Dowell and their family have recently had the major upheaval of moving house. The family have received intense support from this department during this time and continue to do so.

Mrs Dowell has suffered from chronic asthma since childhood and is classed "disabled", two of her children also suffer from this illness. Mrs Dowell encounters frequent bouts of depression and finds it difficult to cope when she is feeling low.

More recently this family have been placed with added stress and pressure as a result of their washing machine being out of order and unable to be repaired. Given that six children aged from 17 years to 1 year reside at home, Mrs Dowell is unable to provide clean laundered clothes as she is too ill to undertake washing clothes by hand. An added strain is that two of the children have enuresis problems on a daily basis resulting in vast volumes of bed linen requiring laundering.



KH/DS

31st October, 1995.

I would be most grateful if you would consider this referral in making a donation towards the purchase of a new washing machine at an approximate cost of £250.

Your consideration of this would be greatly appreciated and do not hesitate to contact me, should you require further information.

Yours faithfully

Karen Hervey

Karen Hervey
Social Work Assistant

R L GLASSPOOL CHARITY TRUST

Registered with the Charity Commissioners

298 Hoe Street, Walthamstow, London E17 9QD

Tel: 0181-520 4354

Our Ref: FM/LAH/11240

Your Ref: KH/ES

Karen Hervey - Social Work Asst.
Central Regional Council, Stenhousemuir Office
130 King Street
Stenhousemuir
Larbert FK5 4HS

28th November 1995

Dear Ms Hervey

Re: Margaret Dowell
18 Evans Street Larbert

Thank you for your letter of 13 November. I am now pleased to enclose our grant of £250.00 towards New Washing Machine.

Please acknowledge receipt, quoting our reference number.

Yours sincerely

Frances Moore

Frances Moore (Mrs)
Administrator

Enc:

SOCIAL WORK DEPT
STENHOUSEMUIR OFFICE

RECEIVED
4 DEC 1995

AM/PM
FILE

Founder : the late Mr R L Glasspool

Trustees : Mr M R Wylde RMN CQSW (Chairman),

Mr J H S Arnold MRCVS DVSM, Mrs M Jessop SRN, Mr K R Nunn BSc MSc PhD,

Mr J C Pearcey QGM FSVA, Miss M Perkins BAHons CQSW,

Administrator: Mrs Frances Moore BSc

OFFICE USE ONLY

Code	Number	Category
Reason	Sp Code	Amount

PLEASE PRINT CLEARLY

CLIENT DETAILS (Application should be made in the name of the PATIENT).

Surname	DOWELL				First Name	MARGARET				
Age	39	Date of Birth	3	C	C	7	5	6	Occupation	HOUSEWIFE
Address	18 EVANS STREET									
Town	LARBERT				Region	FAIRFAX				
Previous address within last 2 years	84 ROUGH LANDS DRIVE, CARRONSHIRE									
Has a grant been received in last 2 years?	YES TOWARDS A FAMILY HOLIDAY									

FAMILY DETAILS

Name	JOHN DOWELL		Age	47	Occupation	UNEMPLOYED
Partner/Husband/Partner						
Mother/Wife/Partner						
Sons	SCOTT (15) JOHN (10) BARRY (6) DAVID (1)					
Daughters	DONNA (17) CARRIE ANN (4)					
Please indicate which members of the family still live in the household	ALL CHILDREN LIVE WITHIN FAMILY HOME					

FINANCIAL DETAILS OF HOUSEHOLD (Please give all amounts in WEEKLY figures)

INCOME (WEEKLY)		EXPENDITURE (WEEKLY)	
Salary/Wage (Weekly)	£	Rent/Mortgage (weekly)	£ 3 - 00
Income Support	£ 162-00	Council Tax	£ 2-40
Retirement Pension	£	Electricity	£ 15-00
Occupational Pension	£	Fuel	£ 9-00
Child Benefit	£ 44-30	Telephone	£ 12-00
Attendance Allowance	£	Food	£ 85-00
Invalidity Benefit	£	Others	£ 26-00
Disability Living Allowance	£	Insurance	£ 15-00
Others	£	Rehol	£ 20-00
	£	Bus fares Travel Exp (child at college)	£ 6-00
TOTAL	£ 206-30	TOTAL	£ 193-40

SAVINGS £ 0

OTHER APPLICATIONS have been, or will be made to BBC Children in Need (No funds)
 State result if known Hoover Foundation (No reply) Family Welfare Assoc. - No Rob
 R.L. Glassford Family Fund Task (considering application)

I certify that the information given above is correct and give full permission for CHS - Scotland to contact any appropriate agency for information regarding my application.

SIGNATURE OF PATIENT or Carer **Date**

GENERAL EXPENSES (state specific request) WASHING MACHINE

Total cost £ 250

Amount requested £ 80

OR

TELEPHONE INSTALLATION Total cost (excluding deposit) £

Amount Requested £

Can the patient meet the ongoing cost of rental and calls?

Can balance be met from other sources?

OR

HOLIDAYS dates (inc)

Details

Total cost £

Amount requested £

OR

NEBULISER loan of nebuliser through which hospital?

Has use of nebuliser been recommended by Chest Consultant?

SPONSOR DETAILS Please ensure this section is completed before submitting to CHS - Scotland

Name MRS KAREN HERVEY Designation SOCIAL WORK ASSISTANT
 Agency Address SOCIAL SERVICES, 130 KING STREET, STENHOUSEHURK
 Region LARBERT Postcode FK5 4HS
 Tel. No. (inc std code) (01324) 558885
 Agency to whom cheque should be made payable

BACKGROUND REPORT

PLEASE SEE ATTACHED LETTER.

Please use separate sheet if necessary

I am satisfied that the above information is correct (signature of sponsor) _____

Countersignature if appropriate _____ Designation _____

Date _____

R L Glasspool Charity Trust
298 Hoe Street
Walthamstow
LONDON
E17 9QD

Karen Hervey
225
KH/ES

13 November 1995

Dear Sir/Madam

Re: Margaret Dowell, 18 Evans Street, Larbert

Further to your letter of 9 November 1995 I write to confirm the following income for the family is derived purely from state benefits of Income Support and Child Benefit.

Other agencies approached were BBC Children in Need (no funds), Hoover Foundation (to date no reply), Family Welfare Assoc (to date no reply), Family Fund, York (considering application), CHSA (possible amount of £80 being considered).

The children with medical problems within the home are as follows:

- Eneuresis - John (10 years)
- Carrie (4 years)

- Asthmatic - John (10 years)
- David (1 year)

I trust this information will suffice your records and look forward to hearing from you at your earliest convenience.

Yours sincerely

Karen Hervey
Social Work Assistant

* No Luck

Karen's Copy

Letters sent to:

The Administrator, The Chest, Heart & Stroke Association - Application form ^{sent 16/11} to send
*BBC Scotland, Children In Need - NO Funds Available Now or Next 76
The Hoover Foundation, Hayes Gate House No funds
Mrs Frances Moore, RL Glasspool Charity Trust - more info sent
Family Welfare Association, LONDON
Family Fund, YORK - Tel (01904) 621115 Mrs Royce

Dear Sir/ Madam,

Re. Mrs Margaret Dowell, 18 Evans Street, Larbert

Children: Donna (17 years), Scott (15 years), John (10 years),
Barry (6 years), Carrie Ann (4 years) and David (1 year).

Mr & Mrs Dowell and their family have recently had the major upheaval of moving house. The family have received intense support from this department during this time and continue to do so.

Mrs Dowell has suffered from chronic asthma since childhood and is classed "disabled", two of her children also suffer from this illness. Mrs Dowell encounters frequent bouts of depression and finds it difficult to cope when she is feeling low.

More recently this family have been placed with added stress and pressure as a result of their washing machine being out of order and unable to be repaired. Given that six children aged from 17 years to 1 year reside at home, Mrs Dowell is unable to provide clean laundered clothes as she is too ill to undertake washing clothes by hand. An added strain is that two of the children have enuresis problems on a daily basis resulting in vast volumes of bed linen requiring laundering.

I would be most grateful if you would consider this referral in making a donation towards the purchase of a new washing machine at an approximate cost of £250.

Your consideration of this would be greatly appreciated and do not hesitate to contact me, should you require further information.

Yours faithfully

Karen Hervey
Social Work Assistant

Barbettes

Atkins

John

John

Carrie

David

The Trust Administrator
White Horse Court,
25c North Street,
Bishops Stortford,
Herts. CM23 2LD

Registered Charity No. 1009718

December 1995
PHM/MH

Dear Sir/Madam

Re : The Mrs.Smith & Mount Trust
The Mrs.Smith Fund

As a result of what would appear to be a cyclical surge in demand which far outweighs our resources, the Trustees have resolved not to consider any new applications until 1st February 1996.

Because of this decision the Trustees will be unable to consider your application which you sent to us and your papers are returned.

Yours faithfully,

Mrs.P.H.Miles
The Trust Administrator

SOCIAL WORK SERVICE
STENHOUSEMUR OFFICE

RECEIVED
11 DEC 1995

~~AKTM~~
FILE

STENHOUSEMUIR OFFICE

130 King Street Stenhousemuir Larbert FK5 4HS
Tel. (01324) 558885 Fax. (01324) 563472

Mrs Smith Trust
White Horse Court
25c North Street
Bishops Stortford
Herts
CM3 2LD

Ask for **Karen Hervey**

Extension **225**

Our ref **KH/ES**

Your ref

Date **1 December 1995**

Dear Sir/Madam

Faichney family, 21 Glenbervie Drive, Larbert
Peter (14yrs), Sarah (11 yrs), Holly (9yrs), Jennifer (2 yrs)

Mr and Mrs Faichney and their family have suffered a great deal of stress over the past few months. Mr Faichney has been absent from work for 3 months suffering from clinical depression. Mrs Faichney suffers from Johnson's Syndrome (shedding of the skin) and has been hospitalised twice in the past 12 months due to this illness. The children Sarah and Holly suffer from asthma and Jennifer has eczema.

More recently this family have been subject to added stress and pressure as a result of a dispute with a neighbour which has had a major effect on the children. Sarah has been assaulted at school by the neighbour's children and Holly is afraid to go to school in fear of these children. Both these girls have had several bad asthma attacks over the past few weeks and it is felt this is a result of the constant torment the children are being put through.

Albeit the Housing Department and Police are sympathetic towards the family and this dispute with the neighbours, there is very little that can be done. Social Work Services are trying their utmost to support Mr and Mrs Faichney through this traumatic time, but due to lack of resources within this department, financial help to Mr and Mrs Faichney is outwith our means.

In light of this we are writing to you in the hope that your organisation may be in a position to help.

Mr and Mrs Faichney receive a top up of Income Support to Mr Faichney's SSP of £68 per week. They also receive Child Benefit of £35.75 per week.
Total Income : Approx £150 Total Outgoings : £150

Winter is fast approaching and all the children are desperately in need of suitable shoes and clothing. Peter in particular has malformed feet which resulted from his foetal position and proper shoes are a priority.

I would be most grateful if you could consider this referral in making a donation towards the purchase of clothing for these children, totalling £150.

Your consideration of this request would be greatly appreciated and please do not hesitate to contact me should you require further information.

Yours sincerely

Karen Hervey

Karen Hervey
Social Work Assistant

R L Glasspool Charity Trust
298 Hoe Street
Walthamstow
LONDON
E17 9QD

Karen Hervey
225
KH/ES

13 December 1995

Dear Mrs Moore

Re: Faichney Family - Ref: FM/LAH/11323

I write to confirm receipt of your generous donation of £150 for this family.

This is very much appreciated.

Many thanks.

Yours sincerely

Karen Hervey
Social Work Assistant

R L GLASSPOOL CHARITY TRUST

Registered with the Charity Commissioners
298 Hoe Street, Walthamstow, London E17 9QD
Tel: 0181-520 4354

Our Ref: FM/LAH/11323
Your Ref: KH/ES

Karen Hervey - Social Work Asst.
Central Regional Council
Stenhousemuir Office
130 King Street
Stenhousemuir
Larbert FK5 4HS

7th December 1995

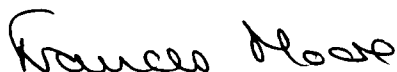
Dear Ms Hervey

Re: Faichney Family
21 Glenbervie Drive Larbert

Thank you for your letter of 1 December. I am now pleased to enclose our grant of £150.00 towards Children's Clothing.

Please acknowledge receipt, quoting our reference number.

Yours sincerely



Frances Moore (Mrs)
Administrator

Enc:

**SOCIAL WORK SERVICE
STENHOUSEMUIR OFFICE**

**RECEIVED
13 DEC 1995**

**AM/PM
FILE**

*Founder: the late Mr R L Glasspool
Trustees: Mr M R Wylde RMN CQSW (Chairman),
Mr J H S Arnold MRCVS DVSM, Mrs M Jessop SRN, Mr K R Nunn BSc MSc PhD,
Mr J C Pearcey QGM FSV A, Miss M Perkins BA Hons CQSW,
Administrator: Mrs Frances Moore BSc*

Buttle Trust, London
Sainsbury Family Trust, London
Mrs Smith Trust, Bishops Stortford
Family Fund, York
Mrs Frances Moore Charity Trust, Walthamstow
Chest, Heart & Stoke, Edinburgh

Karen Hervey

225

KH/ES

1 December 1995

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Yours sincerely

Karen Hervey
Social Work Assistant

Mr. & Mrs. Dowell
84 Roughlands Drive
CARRONSHORE
Falkirk
FK2 8DE.

Mr. Ian Kinsley

130

IK/EA.

20th August 1993.

Dear Mr. & Mrs. Dowell,

I am aware that since Mrs. Cradden left this office, you have not had an allocated social worker. This has been the case because the office has been short-staffed recently and there have been many pressures from other demands and commitments.

I write to advise you however that I hope within the next four/six weeks to be able to allocate a social worker to you. I appreciate that while waiting for this to happen you have had a number of family difficulties and have approached this office and spoken to the duty social worker. This service remains open to you and therefore, in the meantime, if you do have any difficulties which you would like to discuss with a social worker please make an appointment to see the duty social worker.

As stated, I hope to be back in touch with you in four/six weeks time. If you wish to discuss this letter please contact me at this office.

Yours sincerely,

Mr. Ian Kinsley
TEAM MANAGER.

** Ian Kinsley **

Mr. John Dowell
84 Roughlands Drive
CARRONSHORE
Falkirk

Mr. Hall

239

GH/MS

7th September 1993

Dear Mr. Dowell,

Further to your telephone conversation with myself earlier today enclosed please find a Complaints Procedure. Given your comments it may be more appropriate if you contact the Complaints Office at the address given on the back of the leaflet.

As I explained on the phone, the allocation of a social worker to deal with your daughter and son has, by all accounts, been taken in principle with your agreement.

I assume a worker will be allocated when present casework priorities and staffing shortfalls can be resolved.

I will forward a copy of this correspondence to Mr. Kinsley for his information on his return from vacation on 15.9.93.

Yours sincerely,

Gary Hall
Team Manager

Enc.

8-9-93
AN

Ms Mary Armitage
Housing Dept
Main Street
STENHOUSEMUIR

Ann Strang

AS/KH

17th May 1995

Dear Ms Armitage

Re: Dowell Family c/o 8 Ladeside Crescent, Stenhousemuir
Previous Address: 84 Roughlands Drive, Carronshore

Mr & Mrs J Dowell moved out of their permanent address on Saturday 13th May 1995 following numerous incidents that allegedly occurred between 12th and 13th May 1995 with their neighbours Mr & Mrs Fraser, 86 Roughlands Drive.

They stated that they had no alternative other than moving in with Mrs McAllastair, (Mrs Dowell's sister).

This arrangement has lead to gross overcrowding, 8 children and 3 adults in a 4 apartment house.

This situation has seriously affected Mrs Dowell's health, which has been deteriorating since January 1995. Mrs Dowell is asthmatic and suffering from depression at present. She is in receipt of medication and care for her GP and Health Visitor, who can support this statement. Mrs Dowell is the main carer of her children who are young and dependant on their mother.

The Social Work Department has concerns for the welfare of the children if this present temporary housing situation continues too long.

Thank you for your department's support with this case. We await your early reply to this matter and hope we can continue our inter-agency work with the housing department.

Yours sincerely

Ms Ann Strang
(Social Worker)

c.c Ms Barbara McCormack
(Family Aide)

STENHOUSEMUIR SUB-OFFICE

130 King Street Stenhousemuir Larbert FK5 4HS
Tel: (0324) 558885

The Administrator
Chest, Heart & Stroke Association (Scotland)
65 North Castle Street
EDINBURGH
EH2 3LT

Ask for **Mrs. Barbara McCormack**

Extension **246**

Our ref **BMcC/EA.**

Your ref

Date **8th July 1994.**

REFUSED

Dear Sir/Madam,

Re: Mr. & Mrs. John Dowell and family
84 Roughlands Drive, Carronshore, Falkirk.

The above-named family live in local authority housing which is sparsely furnished with very poor quality furnishings.

Mrs. Margaret Dowell (38) has chest and respiratory ailments and is classed as "Disabled"; she keeps very poor health. She is expecting her sixth child in October 1994.

Conditions within the home are grim and very concerning, so much so that Falkirk District Council Housing Department have visited the home and photographed the entire house; the family are also facing possible eviction.

The Social Work Department have been involved with the Dowell family for a considerable time and there is regular, ongoing contact with them. At the moment my contact with the family is on the basis of six hours per week. Financial assistance has also been given, but this has been limited.

I attach a list of items which are required to allow the five children in the family to have a reasonable standard of living. Any financial assistance which you may be able to give this family would be greatly appreciated.

In the event of assistance being given, cheques should be made payable to Central Regional Council Social Work Department, and would be administered by this Department.

Thank you for your consideration of this matter.

Yours faithfully,

Barbara McCormack.

11 JUL 1994

Mrs. Barbara McCormack
FAMILY AIDE.

DOWELL FAMILY: 84 Roughlands Drive, Carronshore, Falkirk.

<u>Family Composition:</u>	<u>Date of Birth</u>	
Father: Mr. John Dowell	01.07.48 - 46 years	Unemployed
Mother: Mrs. Margaret Dowell	30.07.56 - 38 years	Housewife
<u>Children:</u> Donna Dowell	15.08.78 - 16 years	
Scott Dowell	26.02.80 - 14 years	
John Dowell	18.04.84 - 10 years	
Barry Dowell	27.06.88 - 06 years	
Carrie-Ann Dowell	13.11.90 - 03 years	

~~~~~

Items Required for children's bedrooms:

Beds x 3

Bedding x 5 beds

Carpets x 3

Wardrobes x 3

08.07.94

**STENHOUSEMUIR SUB-OFFICE**

130 King Street Stenhousemuir Larbert FK5 4HS  
Tel: (0324) 558885

The Administrator  
The Percy Bilton Charity  
Bilton House  
LONDON  
W5 5TL

*Refused*

Ask for **Mrs. Barbara McCormack**  
Extension **246**  
Our ref **BMCC/EA.**  
Your ref  
Date **8th July 1994.**

Dear Sir/Madam,

11 JUL 1994

Re: Mr. & Mrs. John Dowell and family  
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*Barbara McCormack.*

Mrs. Barbara McCormack  
FAMILY AIDE.

DOWELL FAMILY: 84 Roughlands Drive, Carronshore, Falkirk.

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Date of Birth

|         |                      |                     |            |
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|                  |                   |                     |
|------------------|-------------------|---------------------|
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-----

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Wardrobes x 3

08.07.94

[Signature]

|                        |         |
|------------------------|---------|
| SOCIAL WORK DEPARTMENT |         |
| CURRENT OFFICE         |         |
| DATE                   | 15-7-94 |
| TIME                   | AV      |
| DISTRIBUTION:          |         |

The Administrator  
The Family Welfare Association  
501 - 505 Kingsland Road  
LONDON  
E8 4AU.

Mrs. Barbara McCormack  
  
246  
  
BMCC/EA.

8th July 1994.

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84 Roughlands Drive, Carronshore, Falkirk.

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Yours faithfully,

Mrs. Barbara McCormack  
FAMILY AIDE.



# MEMO



To

*Ian Kinsley,  
Team Manager,  
Larbert Sub-Office.*

From

*Ann Kennedy,  
Social Work Services,  
Drummond House.*

Extension

*3695*

Our Ref

*AK.100B*

Your Ref

Date

*21st March, 1995*

## Subject:

*Scott Dowell (15) - 84 Roughlands Drive, Carronshore, Falkirk*

*Thank you for your memo, dated 8th March, 1995, in which you request a Social Work place within the Education Day Units .*

*I require to advise you that whilst I understand your reasons for making this request Scott does not meet the criteria for this type of resource.*

*I would suggest that you continue discussing this matter with the Education Department.*

Tamfourhill Road  
Falkirk FK1 4RE  
Telephone Falkirk  
(0324) 632903/638571

14 February 1995

Mr. and Mrs. Dowell and Scott,  
84 Roughlands Drive,  
Carronshore.  
FK2 8DE

Dear Mr. and Mrs. Dowell and Scott,

I am writing to inform you of the times and dates for the Group which the Project will be running and that you have decided to join.

The first session will be on Tuesday, 21st February beginning at 5.00 p.m. and ending at around 7.15 p.m. Pick up times will be between 4.15 p.m. and 4.45 p.m. All these times could vary depending on what the Group decides to do on a particular night. We would let you know in advance of any such changes.

The Group will be running for twelve weeks in total.

If these times or dates present any problems, please do not hesitate to contact us. Otherwise, we look forward to seeing you on 21st.

Yours sincerely,

*W. Paul*  
Paul Lawley,  
Project Worker

PL\RW

Gwork\BoysGp.PL

Cop: S W. ✓

In partnership with Central Region  
Social Work Department

Tamfourhill Road  
Falkirk FK1 4RE  
Telephone Falkirk  
(0324) 632903/638571

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Yours sincerely,

*W. Paterson*  
Paul Lawley,  
Project Worker p1

PL\RW

Gwork\BoysGp.PL

Copys: S W. ✓

In partnership with Central Region  
Social Work Department

Tamfourhill Road  
Falkirk FK1 4RE  
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Paul Lawley,  
Project Worker

PL\RW

Gwork\BoysGp.PL

Cop: S.W. ✓

In partnership with Central Region  
Social Work Department

Tamfourhill Road  
Falkirk FK1 4RE  
Telephone Falkirk  
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*W. Lawley*

Paul Lawley,  
Project Worker

PL/RW

Gwork\BoysGp.PL

Copy: S W. ✓

In partnership with Central Region  
Social Work Department

**SOCIAL WORK DEPARTMENT**  
**ARBERT SUB-OFFICE**

21-295

AM

CONTRIBUTION

The Homeless Persons Officer  
Falkirk District Council  
Municipal Buildings  
FALKIRK

Miss S. Lees

247

SL/EA.

1st February 1995.

Dear Sir/Madam,

Re: Donna Dowell (D.o.b. 15.08.78)

Home Address: 84 Roughlands Drive, Carronshore, Falkirk.

I write in support of Donna Dowell's application for accommodation.

Donna recently became homeless following a breakdown in the relationship between herself and her parents. The Social Work Department have been involved with the family for a considerable length of time but despite the many supports provided to the family, have been unable to prevent the relationship between Donna and her parents deteriorating to the degree that she has now become homeless.

Within the family home at 84 Roughlands Drive, Carronshore, conditions are very overcrowded: Mr. & Mrs. Dowell have five children under 16 years of age, excluding Donna. It is the opinion of the writer that living in such overcrowded conditions has further exacerbated the relationship between Donna and her parents.

Donna is a vulnerable and naive 16 year old who has a very limited network of supports which have further reduced since she was required to leave the family home. Donna will require support to secure and maintain herself in her own tenancy and the YMCA may be the most appropriate placement for her initially. Your support and assistance in providing accommodation would be much appreciated.

Yours faithfully,

Miss Stephanie Lees  
SOCIAL WORKER.

27/1/95



27 January 1995

Tamfourhill Road  
Falkirk FK1 4RE  
Telephone Falkirk  
(0324) 632903/638571

Dear Mr. & Mrs. Dowell and Scott,  
84 Roughlands Drive,  
Carronshore.  
Falkirk.  
FK2 8DE

Dear Mr. and Mrs. Dowell and Scott,

Scott is being offered a place in a Groupwork Programme at Watling Lodge. Sheila Woodburn will already have discussed this with you, so you might have some idea what it involves.

I would like to meet with you all at your house on Friday, 10th February, at 4 p.m. to discuss the details of the group. Sheila will also be at the meeting.

Yours sincerely,

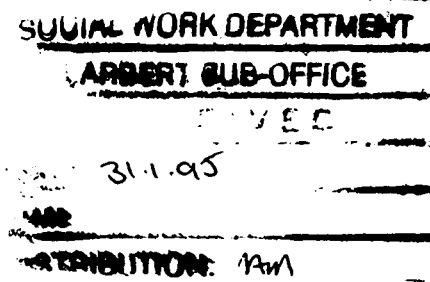
*Tony*

Tony Hayler,  
Project Worker.

TH/RW

Boysgp.Jan

Copy to: Sheila Woodburn



In partnership with Central Region  
Social Work Department



22/12/94 4.

Mr. & Mrs. J. Dowell  
84 Roughlands Crescent  
CARRONSHORE  
Falkirk.

Mr. Ian Kinsley  
220  
IK/EA.

22nd December 1994.

Dear Mr. & Mrs. Dowell,

As we agreed at our meeting on 13th December 1994, I have contacted Larbert High School in relation to Scott. I have spoken with Mr. Gordon Morrison, Assistant Rector, and also Mrs. Barbara Bennett, Psychologist. We have agreed to hold a meeting regarding Scott possibly in the third week of January 1995, at which you will be invited to attend. I have advised you wish to discuss the possibility of small group education. In the meantime, Mr. Morrison asks you arrange for Scott to be readmitted to school following his last exclusion.

I hope this is of help to you. I have no doubt Ms Sheila Woodburn will speak to you about your wishes for Scott's education prior to that meeting.

Best wishes,

Yours sincerely,

Mr. Ian Kinsley  
ACTING TEAM MANAGER.

School meet 9/1/95  
1030.

CC: Ms Sheila Woodburn  
Social Worker.

27/9/94

Mr. John Allan  
Community Service Coordinator  
Central Regional Council  
Social Work Service  
Brockville House  
Hope Street  
FALKIRK.

Mrs. Barbara McCormack

246

BMCC/EA.

27th September 1994.

Dear Mr. Allan,

Re: Mr. & Mrs. John Dowell and Family  
84 Roughlands Drive, Carronshore, Falkirk.

I would be grateful if you could give consideration to undertaking the redecoration of the five-apartment house at 84 Roughlands Drive, Carronshore. Every room in the home requires to be redecorated; there are four bedrooms, living room, kitchen, bathroom, staircase and hall. It is estimated that the work required would take in excess of one week. Mrs. Dowell will purchase all the necessary decorating materials and the walls would be prepared beforehand in order to facilitate papering etc.

This office of the social work service has been involved with the Dowell family for some considerable time, and there is presently intense, ongoing contact. Mrs. Dowell (38) keeps very poor health; she suffers from chest and respiratory ailments, and is classed as "Disabled". Her sixth child is due to be born in mid-October 1994.

Your consideration of this referral would be greatly appreciated and I look forward to hearing from you in the very near future.

Yours sincerely,

Mrs. Barbara McCormack  
FAMILY AIDE.

27/9/94

Mr. Ian Kinsley  
Acting Team Manager  
Stenhousemuir Sub-Office

Mrs. Barbara McCormack  
Family Aide  
Stenhousemuir Sub-Office

246

BMCC/EA.

27th September 1994.

Mr. & Mrs. J. Dowell  
84 Roughlands Drive, Carronshore, Falkirk

As ongoing intense work continues with the above-named family and our concerns increase, it is intended to completely clear out the entire house. It will be necessary to hire a skip to facilitate this "clear out", and the cost is as follows:

Skip hire from DOMESTIC & COMMERCIAL, ALLOA: £40.00.

A referral has been made to Community Service, Falkirk Area office, and a request made for a group of workers to redecorate the house, but before this work can commence the house will require to be cleared.

I would be grateful if you could consider approving payment of the above-mentioned sum in order that the work required at this house can commence in the immediate future.

Mrs. Barbara McCormack  
FAMILY AIDE.



## Falkirk District Council

Housing Department

Enquiries to Mrs Shand  
Extension No. 16  
Our Ref. PS/PM  
Date 31 March 1994

Social Work Department  
Stenhousemuir Sub-Office  
130 King Street  
STENHOUSEMUIR

Dear Sir/Madam

DOWELL, 84 ROUHGLANDS DRIVE, CARRONSHORE

I would be most obliged if you could up-date me on the situation regarding Aid for the above named tenant.

Mrs Dowell informed me that the former worker left several weeks ago.

I trust I will hear from you soon.

Yours faithfully

*K. Laird*

P SHAND  
HOUSING ASSISTANT

8-4-94

AM

Peter Craig  
Director of Housing

7/2/92  
F/m.



# Barnardos

WATLING LODGE PROJECT

Tamfourhill Road  
Falkirk FK1 4RE  
Telephone Falkirk  
(0324) 632903/638571

Ref. KB/WJP

3 February 1994

Ms Sheila Woodburn  
Social Worker  
Larbert S.W. Offices  
336 Main Street  
STENHOUSEMUIR  
Larbert  
FK5 3JR

Dear Sheila

Donna Dowell: d.o.b. 05.08.78

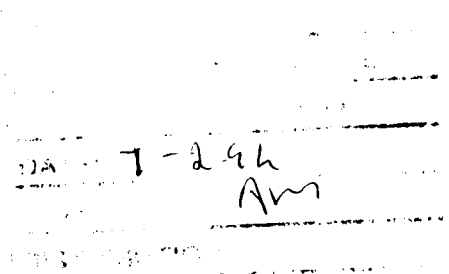
The Project is pleased to be offering Donna a place on a groupwork programme, which staff will be preparing for over the next few weeks. Due to the high demand for Alternative to Care places and a part-time project worker vacancy there has been a longer delay in starting groups than we had anticipated. Three groups will, however, start between the beginning of March and mid-April and Jacquie Sharp will contact you to confirm when we hope to undertake initial home visits with yourself to discuss programmes with Donna, and her family.

If you have any queries or want additional information could you please contact Jacquie at the Project.

Yours sincerely

*Kelly Bayes*

Kelly Bayes (Mrs)  
PROJECT LEADER



In partnership with Central Region  
Social Work Department

F/D  
21/1/94

Mr. & Mrs. J. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms K. McCormick

241

KMcC/EA.

21st January 1994.

Dear Mr. & Mrs. Dowell,

May I remind you that following your visit to this office on Tuesday 18th January, we agreed to meet, at the office, on Tuesday, 25th January at 10.00 a.m. in order to see how things are going.

I look forward to see you then.

Yours sincerely,

Ms Kathleen McCormick  
SOCIAL WORKER.

Mr. & Mrs. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Mrs. Maureen Clark

127

MC/EA.

7th October 1993

Dear Mr. & Mrs. Dowell,

I contacted the Social Fund Office today and was advised that after your visit there on Tuesday, they are to reduce the weekly loan repayments from £8. 41 per week to £3. 37 per week. I understand that it will be another two weeks before repayment begins, but I assume you will be advised of the date in due course.

I shall be in touch next week.

Yours sincerely,

Mrs. Maureen Clark  
SOCIAL WORKER.

Mr. Tony Clark  
Complaints Officer  
Quality Assurance Unit  
Rosebank House  
Main Street  
CAMELON  
Falkirk.  
FK1 4DS

Mr. Ian Kinsley

130

IK/EA.

23rd September 1993.

Dear Mr. Clark,

Re Mr. Dowell  
84 Roughlands Drive, Carronshore, Falkirk.

I confirm our telephone conversations of Friday 17th September and Tuesday 21st September 1993.

Over many years Mr. Dowell and his family have received a service from this social work office. At times there has been intense involvement, but at other times, in agreement with Mr. & Mrs. Dowell, the service reduced and the Department then responded to specific requests for help from the family.

Prior to May 1993 there was active involvement with the family; in my view they received a good level of service during that time and the family appreciated this and felt this assisted them with their problems. However, their previous social worker left this office in May and since that time it has not been possible to allocate them another social worker.

As discussed with you, the reason for this is due to staff shortage within this office and the demands of other priority commitments upon the Larbert Team. Since May 1993 this office had had two full-time social work posts vacant. Also, the position of social work assistant and family aide have been vacant.

Despite this the office has continued to offer some service to Mr. & Mrs. Dowell. Home help support was provided for a month, the two oldest children in the family have attended I.T. Groups during the summer school holiday period, (this office specifically asked that workers from I.T. support the family in general, not only these individual children), a series of duty appointments was offered to Mr. Dowell and the oldest child Donna when they were having particular arguments, and also Mr. & Mrs. Dowell were referred to RELATE for counselling sessions. Additionally there has been the regular support of the family's Health Visitor.

I/



Mr. Tony Clark  
Complaints Officer

2.

23.09.93

Also, on the 20th August 1993, I wrote to Mr. & Mrs. Dowell explaining why it had not been possible to allocate a regular social worker to them, and advising them I would review their position at the end of September or beginning of October.

I hope this therefore clarifies the position of this office. I acknowledge your view that it may be the family situation is becoming less stable recently and this will require to be re-assessed. I hope this will be possible but, given the present position of this office, I cannot give any specific assurances of what kind and level of service the Department will be able to offer in the immediate future. In relation to this, however, I will attempt to meet with Mr. & Mrs. Dowell to discuss the situation fully with them and advise them of the service the Department can offer at the present time.

Yours sincerely,

Mr. Ian Kinsley  
ACTING TEAM MANAGER.

CC: Mrs. Irene Cavanagh, Area Manager, Denny.

**QUALITY ASSURANCE UNIT****Registration, Inspection & Complaints**

2nd Floor Rosebank House Main Street Camelon Falkirk FK1 4DS

Tel. (0324) 34248 Fax. (0324) 31471

**BRIAN KERR Regional Manager**Ask for **Tony Clarke**

Extension

Our ref **TC.GMF.cr5168**

Your ref

Date **21 September 1993**

Mr Dowell  
84 Roughlands Drive  
CARRONSHORE  
FK2 8DE

Dear Mr Dowell

I have been in touch with Mr Kinsley last Friday concerning your complaint about not having an allocated social worker.

Mr Kinsley tells me that he wrote to you on 20 August, stating that he hoped to be in touch with you within six weeks, and he hoped to be able to allocate a worker to yourself.

He tells me now that this is likely to happen and I would expect you to hear from him at least by 1 October.

If this does not happen, and if there are any other developments, could you kindly let me know?

As you know, the local office is short of staff at present, and I feel that Mr Kinsley's letter to you is a fair one, and indicates that you should be receiving help within the three week timescale for complaint resolution.

I shall therefore not take any further action on this, unless I hear back from yourself.

Yours sincerely



**Tony Clarke**  
Professional Officer

Mr Dowell  
84 Roughlands Drive  
Carronshore  
FK2 8DE

**QUALITY ASSURANCE UNIT**

**Registration, Inspection & Complaints**

2nd Floor Rosebank House Main Street Camelon Falkirk FK1 4DS  
Tel. (0324) 34248 Fax. (0324) 31471

**BRIAN KERR** Regional Manager

Ask for **Tony Clarke**

Extension

Our ref **CR5156**

Your ref

Date **10 September 1993**

Dear Mr Dowell

I want to acknowledge that you made a complaint about the social work service to me today.

You feel that you are not getting sufficient support in guiding and assisting your 15 year old daughter, Donna. You told me that your case had not been allocated since your last social worker Elkie Cradden left in February.

The local social work office told me today that your wife had been offered an appointment last Tuesday, which you were unable to attend. They also tell me that they will be pleased to meet with yourself and your daughter Donna next Wednesday, 15 September 1993.

You also said that duty social workers continuously require to have your situation explained to them, and you find this extremely annoying: I hope that the duty worker on Wednesday will not present the same problem.

If you have not received any satisfaction after your meeting on Wednesday, I can take the matter further on your behalf.

Yours sincerely



Tony Clarke  
Complaints Officer

cc Duty Social Worker, Larbert Sub Office

15-9-83

nm



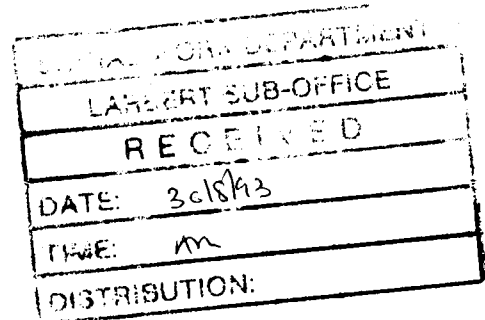
**WATLING LODGE PROJECT**

Tamfourhill Road  
Falkirk FK1 4RE

Telephone Falkirk  
(0324) 32903

24th August, 1993.

Mr. Ian Kinsley,  
Senior Social Worker,  
Social Work Department,  
336 Main Street,  
Stenhousemuir,  
Larbert  
FK5 3JR



Dear Ian,

**Scott Dowell, 84 Roughlands Drive, Carronshore, Falkirk.**  
**Boys' Summer Group**

I am writing, Ian, to remind you that the Summer Group at the Project of which Scott was a member, is now finished. It is not thought relevant at this time that we should fully review this group since it was a short summer group which was activity based. We do, however, think we should pass on information gained on the young people during the group and include within this letter, a short report to that end.

The Boys' Summer Group ran between 17th July and 17th August, 1993. Out of a possible of six attendances, Scott attended four sessions, one being missed as he was on holiday at that time. The Group was run by Simon Monk, Project Worker, Ed Wright, Project Worker and Phil Scarffe, Volunteer. The activities Scott took part in included go-karting, laser quest, games at the Project and fishing.

**Relationship with Peers**

As the group commenced, Scott linked in with another young person whom he had previously known in another group. The first three weeks of the group saw Scott being quite animated and excited and relating to his peers very well. He did not present, however, as one of the more vocal members of the group and in general open discussion found him to be quite quiet. Scott was capable of voicing his opinions when he felt the need. In the second part of the group Scott was quite quiet in general.

**Relationship with Adults**

In partnership with Central Region  
Social Work Department

Barnardo's  
(a Company Limited by guarantee)  
Registered Office:  
Tanners Lane, Barkingside  
Ilford, Essex IG6 1QG

Reg No 61625  
Charity Reg No 216250

Scotland Child Care Office  
235 Corstorphine Road  
Edinburgh EH12 7AR  
Telephone 031-334 9893  
[Fax 031-316 4008]

### Relationship with Adults

Again Scott's interaction with adults seemed to be split into the first three weeks and the last three weeks. The first three saw Scott being very animated, playful and sometimes cheeky towards the adults. Scott progressively seemed to calm down after the initial excitement and over the last three weeks of the Group he seemed to be quite withdrawn and did not voluntarily engage adults unless practical issues were concerned.

### Co-operation and Participation

Scott's co-operation and participation with the adults and his peers was to a very high standard. He seemed to enjoy the activities even although the latter part of the group saw him being quite withdrawn.

### General Conclusion

At times during the first three weeks of animated interaction, Scott seemed to regress to a younger level than his chronological years. Much of this may have been due to excitement, but it is felt that Scott's presentation seems to oscillate between being more adult than his years and regressing to an emotional development of around 7 to 8 years of age. It is felt that Scott's withdrawal from the group around week 4 may be connected to what we understand to be a disruptive period in Scott's family life or perhaps connected to a realisation that the group may not be able to meet Scott's deeper needs.

As I stated previously, Ian, we do not intend fully reviewing this group and reporting on the individuals as we would normally, as we do not see this as wholly relevant, however, Simon Monk, Project Worker will try to liaise with the families to go over each young person's performance and participation within the group. If, however, you feel that you would like to review this group in conjunction with Simon, please let us know.

Best Wishes,



Ed Wright,  
Project Worker.

EW/RW

---

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Mrs. M. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ask for **Miss Helena Tuer**

Extension **129**

Our ref

Your ref

Date **11th February 1993**

Dear Margaret,

Just a wee note to remind you that I'll be collecting you at about 10.30 a.m.  
on Wednesday 17th February 1993. We will be going to Grangemouth Enterprises!

See you then.

Yours sincerely

Miss Helena Tuer  
SOCIAL WORK ASSISTANT.

Mrs. Margaret Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms Elke Cradden

128

EC/EA.

22nd January 1993.

Dear Margaret,

I have spoken to Mrs. Barclay about the possibility of Shirley Ann working with you again. Mrs. Barclay will come with me to visit you on Wednesday, 27th June, at 11.00 a.m. to discuss this.

I have also had a phone call from Mrs. Moore at Larbert High School, who is worried about Donna missing school, being cheeky to some teachers, and apparently walking out of school and missing exams. She would like to speak to you and/or Jock, and myself about this, and I have arranged a meeting for Wednesday 27th January at 12 noon, straight after my visit with Mrs. Barclay.

If any of these arrangements are unsuitable - please let me know as soon as possible.

Best Wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.



Mrs. Margaret Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms Elke Cradden

128

EC/EA.

7th January 1993.

Dear Margaret,

I would like to come and see you on Monday 11th January at 10.30 a.m.  
Mrs. Weir is still off sick and probably won't be back for some weeks yet.

I hope you had a reasonably peaceful holiday.

Best wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

Mr. Alex Graham  
Principal Professional Officer  
(Community Services)  
Cape Unicentre.

Ms Elke Cradden  
Social Worker  
Larbert Sub-Office

128.

EC/EA.

17th December 1992.

Telephone Installation  
Mrs. Margaret Dowell, 84 Roughlands Drive, Carronshore.

Please find enclosed, the signed BT hire agreement.

Ms Elke Cradden  
SOCIAL WORKER.

Memo



To  
Ms Elka Cradden  
Social Worker  
Larbert Sub Office

From  
Mr A.R.Graham  
Principal Officer  
(Community Services)

Extension 116

Our ref ARG/JA

Your ref

Date 14th December 1992

Subject:

Telephone Installation - Mrs M Dowell

I refer to the attached telephone services order. Your client needs to sign at the two places (2 & 5 as indicated) before I can process the installation. Could you arrange for this to be done and have the forms returned to me as soon as possible.

*S. Aird*  
*PP*

Mr A.R.Graham  
Principal Officer  
(Community Services)

Mr. Alex Graham  
Principal Professional Officer  
(Community Services)  
Cape Unicentre.

Ms Elke Cradden  
Social Worker  
Larbert Sub-Office

128

EC/EA.

4th December 1992.

TELEPHONE INSTALLATION FOR DOWELL FAMILY  
84 ROUGHLANDS DRIVE, CARRONSHORE, FALKIRK.

I enclose B.T.'s hire agreement, requesting payment of £150 deposit before they will proceed with the work and let us have final costings. Could you please arrange for payment of the deposit as soon as possible.

Many thanks.

Elke Cradden  
SOCIAL WORKER.

*Mr. & Mrs. J. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.*

*Ms Elke Cradden*

*128*

*EC/EA.*

*3rd December 1992.*

*Dear Margaret and Jock,*

*I called at your house at 11.00 a.m. today (Thursday), and did not get an answer.*

*Can you please phone me so we can arrange another appointment?*

*Yours sincerely,*

*Ms Elke Cradden  
SOCIAL WORKER.*



THE HOUSING MANAGER

*Falkirk District Council*

STENHOUSEMUIR AREA HOUSING OFFICE,  
398 MAIN ST., STENHOUSEMUIR FK5 3JR.  
TEL.: 562603

Enquiries to : A MITCHELL  
Extn. No. : 13  
Our Ref : AM/PM  
Date : 6 NOVEMBER 1992

Ms Elke Cradden  
Social Work Department  
Larbert Sub-Office  
336 Main Street  
STENHOUSEMUIR

Dear Ms Cradden

MRS DOWELL, 84 ROUGHLANDS DRIVE, CARRONSHORE

I refer to your previous correspondence regarding the above. Having spoken to Mrs Kelly she advises me that Mrs Dowell and herself have sorted out their differences and are at present quite amicable.

I have explained to Mrs Kelly however that children are entitled to play in their own garden as long as they do not damage her property.

Yours sincerely

A MITCHELL  
HOUSING ASSISTANT

|                   |
|-------------------|
| RECEIVED          |
| HOUSING ASSISTANT |
| DATE 11/11/92     |
| SIGNATURE         |

*Falkirk District Council*

STENHOUSEMUIR AREA HOUSING OFFICE,  
398 MAIN ST., STENHOUSEMUIR FK5 3JR.  
TEL.: 562603

Enquiries to : G HUSKIE  
Extn. No. : 13  
Our Ref : GH/PM  
Date : 29 OCTOBER 1992

Central Regional Council  
336 Main Street  
STENHOUSEMUIR  
Larbert

F.A.O. MS ELKE CRADDEN

Dear Ms Cradden

DOWELL FAMILY, 84 ROUGHLANDS DRIVE, CARRONSHORE

I acknowledge receipt of your correspondence and I would refer you to my previous correspondence date 7 October 1992 as advised the family already received a 100% Central Heating Grant from the authority and I regret that at this stage the Housing Department is unable to give assistance in this instance. However, the family have a priority heating application lodged with the department. They have at present a total of 3 points it will therefore be some time before they would be considered under this application.

Yours sincerely

*G Huskie*  
G HUSKIE  
ESTATE MANAGER

2.11.92

PM

**FINANCE DEPARTMENT**

Viewforth Stirling FK8 2ET Scotland Tel. (0786) 442000

Director S.C. CRAIG

Mrs. Judy Weir,  
Family Aid,  
Broad Street,  
Denny,  
FK6 6DG.

Ask for Miss R. Cuthbert

Dial Direct (0786) 443211

Our ref RC/EW

Your ref

Date 26th October, 1992

Dear Mrs. Weir,

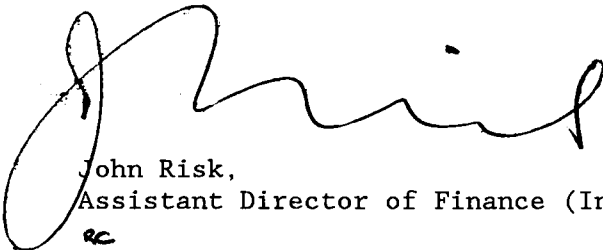
Community Charges 1992/93Payment Reference No. 003-796-375Payment Reference No. 003-796-383Chargepayers: Mr. & Mrs. J. Dowell, 84 Roughlands Drive, Carronshore

Thank you for your letter which I received on 13th October, 1992.

Unfortunately, I am unable to come to a further instalment agreement with Mr. & Mrs. Dowell as their accounts have now been passed to Alex. M. Adamson, Sheriff Officers, 7 Park Street, Falkirk.

Your clients should contact them direct and arrange to settle the arrears.

Yours sincerely,



John Risk,  
Assistant Director of Finance (Income).

rc

Received: 28 10 92

To: Mr

An



FOR THE ATTENTION OF MR. G. HUSKIE

The Area Housing Manager  
Falkirk District Council  
Housing Department  
Main Street  
STENHOUSEMUIR  
Larbert.

Ms Elke Cradden

128

EC/EA.

26th October 1992.

Dear Mr. Huskie,

Re : Request for installation of central heating  
Dowell family, 89 Roughlands Drive, Carronshore, Falkirk.

Many thanks for the copy of lists of structural alterations and relevant Departmental responsibility. Having discussed the above matter with Karen Skilling, Senior Occupational Therapist, I was advised that installation of Central Heating is not the responsibility of the social work department with reference to the following documents:

Criteria for the Provision and Adaptions in the Houses of  
People with Disabilities: July 1990: paragraph 6.3 Heating  
Section a.) the Department (Social Work Department) will  
not instal or extend central heating systems.

I would be grateful if you could clarify the situation and advise me accordingly.

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

Mr. & Mrs. J. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms E. Cradden

128

EC/EA.

22nd October 1992.

Dear Margaret and Jock,

I would like to visit you on Monday 26th October at 10.00 a.m. with  
Mrs. Judy Weir, to review progress so far and to talk about how best to go  
forward.

Best wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.



THE HOUSING MANAGER

*Falkirk District Council*

STENHOUSEMUIR AREA HOUSING OFFICE,  
398 MAIN ST., STENHOUSEMUIR FK5 3JR.  
TEL.: 562603

Enquiries to : G HUSKIE  
Extn. No. : 11  
Our Ref : GH/PM  
Date : 7 OCTOBER 1992

Central Regional Council  
Larbert Sub Office  
336 Main Street  
STENHOUSEMUIR

F.A.O. Ms Eke Cradden

Dear Ms Cradden

DOWELL FAMILY  
84 ROUGHLANDS DRIVE, CARRONSHORE

I refer to your recent correspondence dated 29 September 1992 on behalf of the above named family in respect of the possibility to install central heating. I would advise that the family according to our records had already been granted a 100% central heating grant for the previous address at 14 Letham Cottages. Having looked at the circumstances to which you relate I would refer you to a 1979 agreement between Falkirk District Council and Central Regional Council which clearly advises it is their responsibility for any requests under health grounds for them to consider.

I regret at this stage the Housing Department is unable to be of assistance in this instance.

Yours sincerely

*G Huskie*  
G HUSKIE  
ESTATE MANAGER

13.10.92  
AM

FOR THE ATTENTION OF MS A. MITCHELL

Falkirk District Council  
Housing Department  
Main Street  
STENHOUSEMUIR  
Larbert.

Ms Elke Cradden

128

EC/EA.

29th September 1992.

Dear Ms Mitchell,

Re : MR. & MRS. DOWELL  
84 Roughlands Drive, Carronshore, Falkirk.

I am writing on behalf of Mr. & Mrs. Dowell who, over the last few months, have experienced great difficulties with their next door neighbour, Mrs. Kelly, 86 Roughlands Drive. Mrs. Kelly continually complains to Mrs. Dowell or tells off her children when they play in the shared back green, or use the path at the back of their adjoining semi-detached houses. Mrs. Dowell has started to erect a low fence across the back green in an effort to keep her children to her side of the garden, but this does not seem to have satisfied Mrs. Kelly. Mrs. Dowell who suffers from severe asthma, now finds it impossible to discuss this matter with Mrs. Kelly in a reasonable manner; she also feels greatly stressed by the constant arguments/difficulties with her neighbour.

Mrs. Dowell therefore requested that I contact you on her behalf in the hope that you could more successfully mediate between her and Mrs. Kelly.

Please do not hesitate to contact me if you require further information.

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

FOR THE ATTENTION OF MR. SHAND

Falkirk District Council  
Housing Department  
Main Street  
STENHOUSEMUIR  
Larbert.

Ms Elke Cradden

128

EC/EA.

29th September 1992.

Dear Mr. Shand,

Re : DOWELL FAMILY  
84 Roughlands Drive, Carronshore, Falkirk.

I am writing on behalf of the above-named family to request the installation of gas central heating into their local authority home on medical grounds. Mrs. Dowell and two of her children (John (7) and Carrie-Ann (1) suffer from asthma. Mrs. Dowell's asthma is so severe that she requires a constant oxygen supply at home. Mrs. Dowell's G.P. Dr. Roan will be happy to confirm this.

I would be grateful if you could contact the family to discuss with them the practicalities of their request.

Please do not hesitate to contact me if you require further information.

Yours sincerely,

Ms Eke Cradden  
SOCIAL WORKER.

Mr. Gavin Burt  
Senior Principal Officer  
(Fieldwork and Community Services)  
Langgarth.

Ms Elke Cradden  
Social Worker  
Larbert Sub-Office

128

EC/EA.

17th September 1992.

MARGARET DOWELL (D.o.b. 30.07.56)  
84 Roughlands Drive, Carronshore.

Some months ago I spoke to you about the circumstances of the above family and the efforts of professionals involved with them to secure funding to instal a telephone. Mrs. Glynis McBride, Health Visitor, has managed to secure £70 towards the cost of installation and deposit demanding by British Telecom which amounts to a maximum of £300 (maximum installation costs £150, and deposit £150). The efforts of this Department in approaching several charities for a contribution towards these costs have been completely unsuccessful. I would therefore request that you consider the possibility of this Department meeting the shortfall of £230 to enable the installation of a phone. This need has now become more pressing as Mrs. Dowell's asthma has deteriorated over the past few weeks, with the result that an oxygen supply and mask will be intalled in the house. Two of the Dowell children, John (7) and Donna (2) have also been diagnosed as suffering from asthma.

Please find enclosed a copy of the information sent to charities, including financial circumstances.

Please do not hesitate to get in touch if you require further information.

Ms Elke Cradden  
SOCIAL WORKER

Percy Bilton Charity  
Bilton House  
LONDON  
W5 2TL

Ms Cradden

128

EC/MS

10th July 1992

Dear Sirs,

re: Margaret DOWELL  
84 Roughlands Drive, Carronshore, Falkirk

Mrs. Dowell and her family live in a four bedroom, local authority house. They moved there approximately five years ago from a small isolated village following an indecent assault on their oldest daughter by a neighbour there.

Mrs. Dowell suffers from chronic asthma according to her GP Dr. C. Roan. She has suffered from asthma since childhood and her condition is described as 'severe'. She also suffers from depression and this has led to hospitalisation in the past.

Mr. and Mrs. Dowell have five children aged approximately 13, 12, seven, four and one year. Mr. Dowell was unemployed for a number of years prior to starting work as a labourer in April 1991 for ICI in Grangemouth, approximately six miles from their home. (Please find attached weekly income/expenditure sheet for the family.) Mr. Dowell works on a shift system and this means that Mrs. Dowell is frequently alone in the house with the children during the night. Due to her unstable asthmatic condition it is felt she may well be at risk if she suffers an attack and is unable to manage to get to the public telephone box. It may be helpful to note that she collapsed in September of last year and by the time her husband had run to the telephone box to call an ambulance she had turned blue and required emergency treatment prior to admittance to hospital.

Following Mrs. Dowell's collapse last year her health visitor applied to the Chest, Heart and Stroke Association for assistance towards the cost of installing a telephone in the Dowells' home. A grant of £70 was awarded; however, a further £80 is required before installation can go ahead.

I should be grateful if you could consider Mrs. Dowell for a grant for the sum of £80. Should this application be successful, please make cheque payable to Central Regional Council.

Yours sincerely,

Elke Cradden (Ms)  
Social Worker

Enc.

**DOWELL FAMILY****84 Roughlands Drive, Carronshore, Falkirk.****Weekly Income**

|               |           |
|---------------|-----------|
| Wages         | £ 112. 35 |
| Child Benefit | 40. 25    |
| Family credit | 73. 00    |

---

£ 225. 50  
=====

**Weekly Expenditure**

|                  |          |
|------------------|----------|
| Rent             | £ 30. 00 |
| Housekeeping     | 100. 00  |
| Electricity      | 20. 00   |
| Coal             | 16. 00   |
| Community Charge | 13. 00   |
| Life Insurance   | 8. 00    |
| TV/Video rental  | 6. 00    |
| Bus fares (work) | 7. 00    |
| School lunches   |          |

---

£ 220. 00  
=====



FIRST CLASS MAIL

Mr. & Mrs. J. Dowell  
84 Ropughlands Drive  
CARRONSHORE  
Falkirk.

Ms Elke Cradden

128

EC/EA.

4th August 1992

Dear Margaret and Jock,

I have to change my appointment with you on Wednesday 5th August from  
10.30 a.m. to 11.30 a.m.

I hope that things are okay and that the kids are enjoying their holidays.

Best Wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

# *The Percy Bilton Charity*

DIRECTORS:

R. W. A. GROOM, CHAIRMAN  
SIR M. C. COWDREY  
LT. COL. R. G. CROSS, M.B.E.  
A. FOWLER  
W. K. KENNEDY

**BILTON HOUSE,  
LONDON, W5 2TL**

**081-579 2829**

Our Ref: I/D/R.7.92

24 July 1992

Ms E Cradden  
Social Worker  
Central Social Services  
Larbert Sub-Office  
336 Main Street  
Stenhousemuir  
Larbert  
FK5 3JR

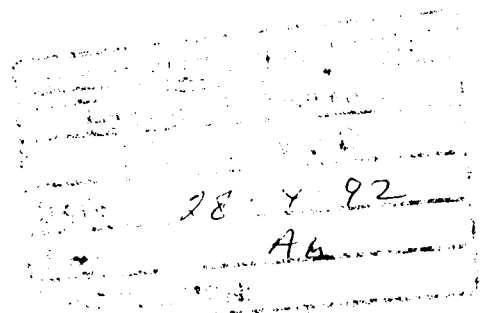
Dear Ms Cradden

Margaret Dowell  
84 Roughlands Drive Carronshore Falkirk

Thank you for your recent application. It is regretted that the Charity is unable to offer any assistance on this occasion.

Yours sincerely

  
Mrs J A Beasley  
Charity Administrator



Mr. K.M. Watson  
Community Service Convenor  
The Rotary Club of Larbert  
46 Gartcows Road  
FALKIRK/

Ms Elke Cradden

128

EC/EA.

24th July 1992.

Dear Mr. Watson,

Re: DONATION (£100) TO DOWELL FAMILY

Many thanks for your generous assistance for the Dowell family. Your donation together with funds received from Children in Need have been used to purchase an automatic washing machine and bedding mattresses, sheets, etc.).

The washing machine has made a difference to the family, and with the support of the family aide, Mrs. Judy Weir, and a temporary home help, it has been possible to improve standards in the Dowell household. The next step will be to decorate the house (papering and painting), to improve the general appearance of the accommodation.

Please accept my apologies for the long delay in replying to your letter and acknowledging receipt of your cheque, and many thanks again for your help in this matter.

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Mrs. Margaret Dowell,  
84 Roughlands Crescent,  
CARRONSHORE.

Ask for Ms. Cradden

Extension

Our ref EC/JJ

Your ref

Date 21st July, 1992.

Dear Margaret,

I have to postpone my visit on Wednesday 22nd July from 10.30 am to 2.30 pm.

Best Wishes.

Yours sincerely,

Ms. Elke Cradden.  
Social Worker.

Percy Bilton Charity  
Bilton House  
LONDON  
W5 2TL

Ms Cradden

128

EC/MS

10th July 1992

Dear Sirs,

re: Margaret DOWELL  
84 Roughlands Drive, Carronshore, Falkirk

Mrs. Dowell and her family live in a four bedroom, local authority house. They moved there approximately five years ago from a small isolated village following an indecent assault on their oldest daughter by a neighbour there.

Mrs. Dowell suffers from chronic asthma according to her GP Dr. C. Roan. She has suffered from asthma since childhood and her condition is described as 'severe'. She also suffers from depression and this has led to hospitalisation in the past.

Mr. and Mrs. Dowell have five children aged approximately 13, 12, seven, four and one year. Mr. Dowell was unemployed for a number of years prior to starting work as a labourer in April 1991 for ICI in Grangemouth, approximately six miles from their home. (Please find attached weekly income/expenditure sheet for the family.) Mr. Dowell works on a shift system and this means that Mrs. Dowell is frequently alone in the house with the children during the night. Due to her unstable asthmatic condition it is felt she may well be at risk if she suffers an attack and is unable to manage to get to the public telephone box. It may be helpful to note that she collapsed in September of last year and by the time her husband had run to the telephone box to call an ambulance she had turned blue and required emergency treatment prior to admittance to hospital.

Following Mrs. Dowell's collapse last year her health visitor applied to the Chest, Heart and Stroke Association for assistance towards the cost of installing a telephone in the Dowells' home. A grant of £70 was awarded; however, a further £80 is required before installation can go ahead.

I should be grateful if you could consider Mrs. Dowell for a grant for the sum of £80. Should this application be successful, please make cheque payable to Central Regional Council.

Yours sincerely,

Elke Cradden (Ms)  
Social Worker

Enc.

DOWELL FAMILY

84 Roughlands Drive, Carronshore, Falkirk

| Weekly<br>Income |                | Weekly<br>Expenditure |                |
|------------------|----------------|-----------------------|----------------|
| Wage             | £112.35        | Rent                  | £ 30.00        |
| Child Benefit    | 40.25          | Housekeeping          | 100.00         |
| Family Credit    | 59.17          | Electricity           | 20.00          |
|                  | 73.00          | Coal                  | 16.00          |
|                  |                | Community Charge      | 13.00          |
|                  |                | Life Insurance        | 8.00           |
|                  |                | TV/Video Rental       | 6.00           |
|                  |                | Bus Fares (work)      | 7.00           |
|                  |                | School Lunches        | 20.00          |
|                  | <u>£211.77</u> |                       | <u>£220.00</u> |
|                  | 725.00         |                       |                |

# THE ROTARY CLUB OF LARBERT

"SERVICE ABOVE SELF"

WEEKLY LUNCHEON  
GLENBERVIE GOLF CLUB  
STIRLING ROAD, LARBERT  
WEDNESDAY AT 12.45



Please reply to:

|                        |
|------------------------|
| SOCIAL WORK DEPARTMENT |
| LARBERT SUB-OFFICE     |
| RECEIVED               |
| DATE: 30/6/92          |
| TIME:                  |
| INITIALS:              |

Attention Ms Elke Cradden,  
Central Regional Council,  
Larbert Sub Office,  
336 Main Street,  
Stenhousemuir, FK5 3JR.

Dear Ms Cradden,

I refer to your letter dated 18/5/92 regarding assistance to provide a washing machine for the Dowell family , 84 Roughlands Drive, Carronshore. Efforts to locate a second hand machine with a guarantee, at the right price, have unfortunately failed. However, as a result our club members have agreed to put the sum of £100.00 at your disposal to assist with the supply of a suitable machine. Please find attached our cheque for £100.00 payable to Central Regional Council and trust the Dowell family will benefit shortly. It would be appreciated if you would acknowledge receipt of the cheque and perhaps keep us informed about your progress in the matter.

A handwritten signature in cursive script, appearing to read "Kenneth M. Watson".

Kenneth M. Watson.  
Community Service Convenor.

---

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Mrs M. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk

Ask for Ms Tuer

Extension 129

Our ref HT/MS

Your ref

Date 29th June 1992

Dear Margaret,

I need to get up-to-date information about your weekly income and expenses.

I would like to come to see you on Thursday July 2nd at about 2.30 p.m.  
If this is not convenient please let me know.

Yours sincerely,

Helena Tuer (Ms)  
Social Work Assistant



Mr. K. Watson  
Community Service Convenor,  
Rotary Club  
46 Gartcows Road  
FALKIRK.

Ms Elke Cradden

128

EC/EA.

18th May 1992

Dear Mr. Watson,

Re : DOWELL FAMILY  
84 Roughlands Drive, Carronshore, Falkirk.

I am writing to follow up a telephone message I had from you on 27th March 1992, saying "everything was in hand" regarding our application for assistance for the above family. I was informed by Miss H. Tuer, Social Work Assistant, who had discussions with Dr. Rennie about the Dowells' circumstances, that your organisation had decided to provide money for the purchase of a washing machine. As the Dowells urgently need a washing machine, I would be grateful if you could let me know if your organisation is still prepared to supply this item.

Many thanks for your help in this matter.

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

FIRST CLASS MAIL

Mrs. Margaret Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms Elke Cradden

128

EC/EA.

11th May 1992.

Dear Margaret,

I would like to visit you at home tomorrow, Tuesday 12th March at 12 midday, with any luck, Mrs. Judy Weir, Family Aide, will accompany me on this visit.

Sorry about the short notice and please let me know if this is not suitable.

Best wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

FIRST CLASS MAIL

Mrs. Margaret Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms E. Cradden

128

EC/EA.

28th April 1992.

Dear Margaret,

I would like to visit you tomorrow, 29th April at 11.30 a.m.

I hope you are all well and have had a nice Easter.

Best wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

FIRST CLASS MAIL

Mr. & Mrs. J. Dowell,  
84 Roughlands Drive,  
CARRONSHORE.

Ask for Ms. Elke Cradden.

Extension

Our ref EC/JJ

Your ref

Date 17th March, 1992.

Dear Margaret & Jock,

I have to postpone my visit from Wednesday to Friday 20th March at 10.30 am.

Please let me know if this is not convenient.

Best wishes,

Yours sincerely,

*Elke Cradden*

Ms. Elke Cradden.  
Social Worker.

FIRST CLASS MAIL

Mrs. Margaret Dowell  
84 Roughlands Drive  
STENHOUSEMUIR  
Larbert.

Ms E. Cradden

128

EC/EA.

3rd March 1992

Dear Margaret,

I have phoned Gail Martin who will be in touch to arrange to visit you next week. I also have to rearrange my visit next week. I will now see you on Tuesday, 10th March at 10.30 a.m.

I hope the meeting at Carronshore Primary School was useful.

See you next week.

Best wishes,

Yours sincerely,

Ms Elke Cradden  
SOCIAL WORKER.

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Dr. Roan,  
Tryst Medical Centre,  
STENHOUSEMUIR.

Ask for Ms. Helena Tuer.

Extension 129

Our ref HT/JJ

Your ref

Date 23rd January, 1992.

Dear Dr. Roan,

Re : Mrs. Margaret Dowell, 84 Roughlands Crescent, Carronshore.

I am applying to the Chest, Heart & Stroke Association for financial assistance on behalf of the above-named, who I am sure you will agree is under considerable financial strain.

As usual the medical report on the back page of the application form needs to be completed by the patient's G.P., therefore, I should be grateful if you could complete this section and return it to me so that I can forward the form to Mrs. Dowell for signature.

Thank you for your help. I look forward to receiving the form from you in due course.

Yours sincerely,

Ms. Helena Tuer.  
Social Work assistant.

encl.

FIRST CLASS MAIL

Mr. & Mrs. Dowell  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ms Sharon Graham

128

SG/EA.

6th January 1992.

Dear Mr. & Mrs. Dowell,

I hope you all had a good Christmas and new year.

I would like to visit yourselves at home on Monday 13th January 1992 at 10.15 a.m. and trust this will be convenient for you.

Yours sincerely,

Ms Sharon Graham  
SOCIAL WORKER.

Mrs Dowell  
84 Roughlands Crescent  
CARRONSHORE

Katie Kirkpatrick (Mrs)

125

KK/LB

25 November 1991

Dear Mrs Dowell

Further to your visit to this office today I discussed your situation with Carol McMillan, Senior Social Worker, as we agreed.

Ms McMillan has asked me to write and inform you that you will be allocated a Social Worker this week. Please visit this office on Friday 29 November at 10.45am and the Duty Social Worker will be able to give you more information.

Yours sincerely

.....  
Katie Kirkpatrick (Mrs)  
Social Worker



**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

FIRST CLASS MAIL

*Donall*  
Mr. & Mrs. J. ~~Moore~~,  
84 Roughlands Drive,  
CARRONSHORE,  
Falkirk.

Ask for Ms K. Wieczorek

Extension 128

Our ref KW/EA.

Your ref

Date 29th July 1991

Dear Jock and Margaret,

Unfortunately we will not be able to collect the money from Denny by Thursday afternoon. It will be in the Denny social work office on Friday morning if you would like to collect it from there Jock. Alternatively, it will be delivered to this office by next Tuesday at 1.30 p.m. and you can collect it any time after that on Tuesday afternoon.

I am sorry about this - can you let me know what you wish to do?

There is a slim possibility someone from Larbert could collect the money from Denny on Friday, but unfortunately I do not know when.

Yours sincerely,

Ms Kristine Wieczorek  
SOCIAL WORKER.



**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

**BY HAND**

Mrs. Margaret Dowell,  
84 Roughlands Drive  
CARRONSHORE  
Falkirk

Ask for

Extension

Our ref /EA.

Your ref

Date 28th June 1991

Dear Mrs. Dowell,

Unfortunately Ms Wieczorek is off work sick today and will therefore be unable to keep her appointment with you this afternoon.

Once she returns to work she will contact you with a new appointment.

Yours sincerely,

*Eigebert Hittler.*



A service of the Social Work Department — Director Ian Ross — Langgarth Stirling FK8 2HA Telephone (0786) 73111

The Access to Personal Files Act 1987 obliges the Social Work Department to make information, recorded after 1st April 1989, accessible to the subject of the information unless there are good reasons for withholding it. In receiving information, the Department will assume that it can be disclosed, without further reference to the source, unless the information contains a clear indication to the contrary.

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

**FIRST CLASS MAIL**

Mrs. M. Dowell,  
84 Roughlands Drive  
CARRONSHORE  
Falkirk.

Ask for Ms K. Wieczorek

Extension 128

Our ref KW/EA.

Your ref

Date 26th June 1991

Dear Margaret,

I have booked the holiday at Butlin's Wonderwest, Ayr, for one week from 17th August, self-catering accommodation. The total cost of the holiday is £313. 66. You and Jock will have to provide £113. 66 of this bill as we agreed. Mrs. McBride has £200 from one of the grant agencies - Children in Need. I will visit on Wednesday as we agreed.

The bill for the holiday will be sent to you direct. I will ask Mrs. Helena Tuer, Social Work Assistant, to bring down the money to you and she can then take you to pay the bill. I hope this will be okay.

Yours sincerely,

Ms Kristine Wieczorek  
SOCIAL WORKER.



A service of the Social Work Department — Director Ian Ross — Langgarth Stirling FK8 2HA Telephone (0786) 73111

The Access to Personal Files Act 1987 obliges the Social Work Department to make information, recorded after 1st April 1989, accessible to the subject of the information unless there are good reasons for withholding it. In receiving information, the Department will assume that it can be disclosed, without further reference to the source, unless the information contains a clear indication to the contrary.

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Mrs. M. Dowell  
84 Roughlands Drive,  
CARRONSHORE,  
Falkirk.

Ask for Ms K. McCormick

Extension 126

Our ref KMcC/EA.

Your ref

Date 22nd March 1991

Dear Mrs. Dowell,

Just a note to let you know that as you appear to require a lot of support at this time, your case has been allocated to Ms Kristine Wieczorek, Social Worker, who will be in touch with you in the near future.

Yours sincerely,

Ms Kathleen McCormick  
SOCIAL WORKER.



FIRST CLASS MAIL

Mrs. Dowell,  
84 Roughlands Drive,  
CARRONSHORE.  
Falkirk.

Ms K. McCormick

126

KMcC/EA.

28th February 1991.

Dear Mrs. Dowell,

Unfortunately due to pressure of work within this office, it has not been possible to allocate your case to a social worker. However, I will be able to see you on a duty basis and would therefore request that you call at this office on Monday 4th March 1991 at 11.30 a.m. to discuss your situation.

Yours sincerely,

Ms Kathleen McCormick  
SOCIAL WORKER.

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Ask for *KM*

Extension

Our ref

Your ref

Date *18/2/91*

Dear Mr. Jewell,

Following your visit today  
I tried to organise transport to uplift the  
items from your sisters home.

Unfortunately, our department does  
not provide transport for this and therefore  
we are unable to help. It may be that  
J.S.S. could help with this matter.

Yours sincerely

*Kathleen McCormick*  
(KATHLEEN MCCORMICK)



Mr. Tierney  
8 Belmont Avenue  
Shieldhill  
FALKIRK

Ms Marshall

125

KM/MS

4th May 1989

Dear Mr. Tierney,

re: Family Holidays supplied by The Round Table

Further to our telephone conversation on 4th May the following information is with regards to Mr. and Mrs. Dowell, 84 Roughlands Drive, Carronshore.

Mr. and Mrs. Dowell have four children: Donna (10 years), Scott (9 years), John (4 years) and Barry (1½ years). They have lived in Carronshore for over a year and a half now and previously lived in Letham.

Mr. Dowell has been unemployed for almost ten years. The family receive Income Support to the amount of £75.66 per week. Out of this they pay £10 towards electricity, £9 for coal and £2 towards gas per week. Mrs. Dowell buys the children's school and leisure clothes through a catalogue as she states it is the only way she can afford to keep them properly clothed. She pays £10 per week towards this. So the weekly payments amount to £31 not including food and other expenses. After food, toiletries, etc. are purchased, Mr. and Mrs. Dowell find it impossible to save any money. This was obviously especially difficult over the Christmas period.

The family have not had a holiday for 4½ years. I would be grateful if this family could be assessed and considered for a family holiday through the Round Table.

Yours sincerely,

Katie Marshall (Ms)  
Social Worker

**LARBERT SUB-OFFICE**

336 Main Street Stenhousemuir Larbert FK5 3JR  
Tel. (0324) 558885

Mr. & Mrs. Dowell,  
84 Roughlands Drive,  
CARRONSHORE,  
Falkirk.

Ask for Ms Katie Marshall

Extension 125

Our ref KM/EA.

Your ref

Date 25th April 1989

Dear Mr. & Mrs. Dowell,

I plan to visit you both on Friday 5th May at 2.00 p;m. If this is not suitable please let me know as soon as possible.

Yours sincerely,

Ms Katie Marshall  
SOCIAL WORKER.



Memo



To *Mr. Ian Kinsley*  
*Acting Team Manager*  
*Stenhousemuir Sub-Office*

From *Mrs. B. McCormack*  
*Family Aide*  
*Stenhousemuir Sub-Office*

Extension 246

Our ref *BMCC/EA.*

Your ref

Date 26th May 1994.

Subject: *Mr. & Mrs. Dowell and Family*  
*84 Roughlands Drive, Carronshore, Falkirk.*

The above-named family are well known to this Department are in receipt of intense social worker and family aide service.

Mr. & Mrs. Dowell have now close involvement with the Housing Department of Falkirk District Council (three visits being made per week). This has arisen because of the poor conditions/standards within the home and photographs have been taken by the Housing Department. The Housing Department have given the family an ultimatum: improve the conditions within the home, or face possible eviction.

Mr. & Mrs. Dowell's income is derived from State benefits, and although they have made some effort to improve conditions but due to lack of finance they cannot purchase wallpaper and paint. The materials required are:

Kitchen

|                                     |          |
|-------------------------------------|----------|
| 6 rolls wallpaper @ £1. 99 per roll | £ 11. 94 |
| 1 tin paint                         | 4. 00    |

Livingroom

|                                      |               |
|--------------------------------------|---------------|
| 8 rolls wallpaper at £1. 99 per roll | 15. 92        |
| 1 tin paint                          | 4. 00         |
| 1 tin emulsion                       | <u>15. 00</u> |

TOTAL ... £ 50. 86

=====

I would be grateful if you could consider making a grant of £50. 86 to the family to enable the above materials to be purchased.

*Mrs. Barbara McCormack*  
**FAMILY AIDE.**

19/2/92

F/M .

The Administrator  
The Chest, Heart & Stroke Association  
65 North Castle Street  
EDINBURGH  
EH2 3LT

Ms I. McNab  
235  
IMcN/EA.

10th February 1994.

Dear Sir/Madam,

Re: Margaret Dowell  
84 Roughlands Drive, Carronshore, Falkirk.

Children: Donna (15); Scott (13); John (9); Barry (6); Carrie Ann (3)

Mr. & Mrs. Dowell and their family live in a four-bedroomed local authority house. They live in a small isolated village, and rely on public transport.

Mrs. Dowell has suffered from chronic asthma since childhood, as do two of the children (John and Carrie Ann). She also suffers from frequent bouts of depression. The family are currently undergoing severe financial difficulties as Mr. Dowell is unemployed. Due to marital breakdown, their telephone was disconnected two months ago, however, the couple are now reconciled and Mrs. Dowell and the children are back living in the family home.

Due to her unstable, asthmatic condition, it is felt that she and the children may be at risk if she suffers an attack and has to rely on the public telephone, but they cannot afford to pay reconnection charges due to their financial position.

I should be grateful if you could consider Mrs. Dowell for a grant in the sum of £50.

If this application is successful, please make the cheque payable to Central Regional Council.

Yours faithfully,

Ms Isabel McNab  
FAMILY AIDE.

10/2/92.  
F/D.

The Administrator  
The Chest, Heart & Stroke Association  
65 North Castle Street  
EDINBURGH  
EH2 3LT

Ms I. McNab  
235  
IMcN/EA.

10th February 1994.

Dear Sir/Madam,

Re: Margaret Dowell  
84 Roughlands Drive, Carronshore, Falkirk.

Children: Donna (15); Scott (13); John (9); Barry (6); Carrie Ann (3)

Mr. & Mrs. Dowell and their family live in a four-bedroomed local authority house. They live in a small isolated village, and rely on public transport.

Mrs. Dowell has suffered from chronic asthma since childhood, as do two of the children (John and Carrie Ann). She also suffers from frequent bouts of depression. The family are currently undergoing severe financial difficulties as Mr. Dowell is unemployed. Due to marital breakdown, their telephone was disconnected two months ago, however, the couple are now reconciled and Mrs. Dowell and the children are back living in the family home.

Due to her unstable, asthmatic condition, it is felt that she and the children may be at risk if she suffers an attack and has to rely on the public telephone, but they cannot afford to pay reconnection charges due to their financial position.

I should be grateful if you could consider Mrs. Dowell for a grant in the sum of £50.

If this application is successful, please make the cheque payable to Central Regional Council.

Yours faithfully,

Ms Isabel McNab  
FAMILY AIDE.

THIS APPLICATION MUST BE RETURNED BY FRIDAY 4TH DECEMBER 1992

TO BE FILLED IN BY APPLICANT

ALL INFORMATION WILL BE TREATED IN THE STRICTEST CONFIDENCE

CLYDE ACTION/RADIO CLYDE  
CASH FOR KIDS APPEAL 1992  
APPLICATION FORM

RETURN TO: CLYDE ACTION  
236 CLYDE STREET  
GLASGOW G1 4JH

IMPORTANT: PLEASE READ THE CONDITIONS OF GRANT INFORMATION ON PAGE 3 BEFORE COMPLETING THIS APPLICATION

NAME MRS MARGARET DOWELL  
ADDRESS 84 ROUGH LANDS DRIVE  
CARRONSHORE, FALKIRK

PHONE NO. WHERE YOU CAN BE CONTACTED                     

NAMES AND AGES OF CHILDREN

DONNA (14)      BARRY (5)  
SCOTT (12)      CARRIE-ANNE (2)  
JOHN (7)

REASON FOR MAKING APPLICATION

FAMILY BUDGET VERY TIGHT, AS THEY DEPEND ON MR. DOWELL'S LOW EARNINGS (JANITOR AT £2.25 p/hour) & FAMILY CREDIT. THE FAMILY DOES NOT RECEIVE GOVT REBATES ~~OR~~ AND ARE LIABLE FOR NEARLY COMPLETE COMMUNITY CHARGE. MRS DOWELL & TWO CHILDREN HAVE ASTHMA & HEATING BILLS ARE HIGH.

DO YOU HAVE A SOCIAL WORKER? YES  
IF SO, FROM WHICH OFFICE? LARBERT SOCIAL WORK OFFICE

HAVE YOU READ THE CONDITIONS OF GRANT?                     

SIGNATURE pp - Elke - Creiden

IF YOU ARE IN DOUBT OVER ANY POINT OF THE APPLICATION, PLEASE CONTACT CLYDE ACTION ON 041 204 1025 FOR GUIDANCE



Community Charges Section  
Central Regional Council  
Viewforth  
STIRLING

Mrs. Weir

225

JW/MS

5th October 1992

Dear Sirs,

re: Mr. and Mrs. J. DOWELL  
84 Roughlands Drive, Carronshore

The above-named persons have asked me to write to you regarding their latest Community Charges (1992/93).

Please find enclosed a financial statement. This will give you an overview of the family's financial position.

Both Mr. and Mrs. Dowell state that they feel unable to pay this latest account.

I look forward to your advice on this matter allowing me to effectively assist the family with household budgeting.

Yours sincerely,

  
Judy Weir (Mrs.)  
Family Aide

Enc.



## CONTACT RECORD

| Date        | Type/With Whom                               | Content/Summary/Assessment/Action                                                                                                                                                                                                                              | Worker/Designation           |
|-------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 12.5.92.    | Self/Elke Cradden, Social Worker.            | Introduction to Margaret with Elke. Warm welcome from Margaret.                                                                                                                                                                                                | J. Weir F.A.                 |
| 13.5.92.    | Self/Margaret/Carrie.                        | Margaret and Carrie to Cowie. Margaret chatted about her childhood with great emphasis on violent (physically) episodes.                                                                                                                                       | J. Weir F.A.                 |
|             | Self/Margaret/Margaret's father.             | Margaret's father is clearly disapproving of Jock saying that he is lazy and generally unsupportive of Margaret. Margaret was embarrassed by this. She responded by changing the subject.                                                                      | J. Weir F.A.                 |
|             | Self/Margaret.                               | Margaret required a lot of re-assurance regarding my role and my being non-judgemental of her abilities as a housewife and mother. I stressed that I would be supportive rather than disapproving.                                                             | J. Weir F.A.                 |
| 22.5.92.    | Self/Margaret/Jock/Barry/Carrie.             | Barry not dressed for Nursery. Tried to persuade parents to send him but Jock fairly adamant. Barry has not attended nursery for an entire week.                                                                                                               | J. Weir F.A.                 |
| 26.5.92.    | Margaret/Barry/Scott/Self.                   | Shoprite, Denny. Chat to Scott who enjoyed sharing details of his fondness for sport. Scott very                                                                                                                                                               |                              |
| 29.5.92.    | Self/Margaret/Carrie/Barry.                  | protective of Barry. Margaret allowing Scott to take full responsibility for Barry.<br>Into Falkirk (Bridge Domestic Appliances). Margaret chose a washing machine.                                                                                            | J. Weir F.A.<br>J. Weir F.A. |
| 2.6.92.     | Self/Barry/John.                             | Into Falkirk. Paid for Washing Machine from C.I.N. and arranged delivery. Margaret appeared very tired and "weepy" saying she had argued throughout the entire night with Jock.                                                                                | J. Weir F.A.                 |
| 5.6.92.     | Self.                                        | Writer purchased the following with C.I.N. money: 3 duvets and 6 pillows. (as agreed with Margaret/Elke Cradden, Social Worker).                                                                                                                               | J. Weir F.A.                 |
| 9 - 19.6.92 |                                              | Writer on sick leave.                                                                                                                                                                                                                                          | J. Weir F.A.                 |
| 23.6.92.    | Self/Barry/John/Donna/Scott. to Dollar Park. | Children thoroughly enjoyed this outing participating in all the Parks facilities. All well behaved and responsive. Margaret again very listless - the children unkempt on my arrival and Margaret had to be prompted to wash hands and faces for this outing. | J. Weir F.A.                 |

Signature (Senior/Supervisor)



## CONTACT RECORD

| Date     | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Worker/Designation                      |
|----------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 26.6.92. | Margaret/Self. | <p>Shoprite, Denny. Marharet incoherent today. Speaking quickly and flitting from subject to subject. Reduced to tears a few times but unable to explain this. She had run out of 'ventalin,' and had not organised repeat prescription! Writer suggested the following:-</p> <ol style="list-style-type: none"> <li>1. She should contact G.P. immediately for 'ventalin.'</li> <li>2. she should see G.P. regarding her emotional state.</li> <li>3. she should think seriously about arranging to see a counsellor as Jock was willing to do this on a</li> </ol> |                                         |
|          |                | <p>joint basis.</p> <p>Margaret did not appear to listen to writer and changed the subject.</p> <p>N.B. At Shoprite Margaret did not seem to know what provisions she needed. She seemed in a 'daze' and lifted double lots of tins etc. She didn't keep a check on what she was spending and at the check out realised that she had collected too much. Also she <sup>asked</sup> writer to replace lots of items on to the shelves and collect items which she had missed on the way round.</p>                                                                    |                                         |
| 30.6.92. |                | <p>I was fairly concerned by her inability to concentrate today. She did appear 'nervy' and very unsure of herself.</p> <p>Housework session. Extremely difficult to motivate Margaret. Constantly wanted to talk and drink tea. She appears to have 'given up' on the house and this will need a lot of encouragement from writer. Margaret again talking about the episodes of violence in her past experience. Conversation all negative!</p>                                                                                                                     | <p>J. Weir F.A.</p> <p>J. Weir F.A.</p> |
| 3.7.92.  | Margaret/Scott | to Shoprite. Margaret slightly better today in general. More able to hold a conversation and paying more attention to the items in the trolley. Scott very eager to help. Jock responsible for minding the other children.                                                                                                                                                                                                                                                                                                                                           | J. Weir F.A.                            |
| 7.8.92.  |                | <p>Everyone still in bed. Margaret answered the door clearly having just been wakened. Still talking about trouble with her next door neighbour re the children playing/ball in garden etc. Writer will contact Housing Officer.</p>                                                                                                                                                                                                                                                                                                                                 |                                         |
|          |                | <ol style="list-style-type: none"> <li>1. Neithbour's son prowling around at night.</li> <li>2. Children playing in garden.</li> <li>3. Renovation work/Central heating etc.</li> </ol> <p>Writer organised DB mattress/SB mattress rotary club money - £100.</p> <p>Writer to contact Health Visitor, Mrs. McBride - Margaret wishing to speak to her.</p>                                                                                                                                                                                                          | J. Weir F.A.                            |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date     | Type/With Whom                                                                  | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Worker/Designation                                 |
|----------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 11.8.92. | Tel. Call to Health Centre 554231.<br><br>Tel. call Stenhousemuir Housing Dept. | Message left for Mrs. McBride/Margaret Dowell requesting a visit.<br><br>There is no renovation work planned for Roughlands Drive. If the Dowells want to expand the kitchen they would have to ask for the Council's permission and arrange to undertake the work themselves. They would be fully liable for the cost.<br><br>Electrical Sockets/kitchen. Council will not fit addition sockets or move existing ones.                                                                                                                                                               | J. Weir F.A.                                       |
| 11.8.92. |                                                                                 | Home help had managed to organise Margaret's laundry and the house did appear to be a little tidier. Therefore writer took children (excluding Barry) to Dollar Park.<br><br>Barry had a sore throat and was lying on the couch. Carrie was sick (vomit) in writer's car.                                                                                                                                                                                                                                                                                                             | J. Weir F.A.                                       |
| 14.8.92. |                                                                                 | Margaret helped writer to clean the kitchen. Margaret motivated today as she is having a 'Party Plan' evening                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                    |
| 18.8.92. |                                                                                 | soon. Writer cleaned cooker and fridge freezer. Margaret helped to do this. Barrie appears to have mumps. G.P. - Jock phoning this morning.<br><br>Jock on holiday from work and at home. The house looked much tidier than usual following the 'party' Home help, Margaret and Jock cleaned the house together on Monday. Writer spent visit talking with Margaret and Jock about financial issues i.e. community charge and general behavioural management of the children. Again discussed consistency and the need for this couple to agree on acceptable limits for the children | J. Weir F.A.                                       |
| 21.8.92. |                                                                                 | Margaret very agitated and incoherent today. Constantly complaining about her neighbour and unable to concentrate on anything constructive. Again difficult for writer to address any relevant issues.                                                                                                                                                                                                                                                                                                                                                                                | J. Weir, F.A.<br><br>J. Weir F.A.                  |
| 25.8.92. |                                                                                 | Children returned to school. Margaret had two friends in her house on my arrival. She made no attempt to ask them to leave. Therefore difficult for writer to do any work.                                                                                                                                                                                                                                                                                                                                                                                                            | J. Weir F.A.                                       |
| 25.8.92. | E. Cradden/Writer                                                               | Discussion with Elke regarding Margaret's state of mind and writer's difficulty in engaging her in a positive way.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | J. Weir F.A.                                       |
| 28.8.92. |                                                                                 | Shoprite. Margaret very tearful and talking about a neighbour incessantly. Writer repeated all previous advice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Judy Weir (Mrs.)<br>Family Aide.<br>15.9.92. JW/MM |

Signature (Senior/Supervisor)

Client Name

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CONTACT RECORD

| Date | Type/With Whom | Content/Summary/Assessment/Action | Worker/<br>Designation |
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Signature (Senior/Supervisor)

## CONTACT RECORD

| Date      | Type/With Whom          | Content/Summary/Assessment/Action                                                                                                                                           | Worker/Designation |
|-----------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Aug 21st. | M/Visit                 | House messy / boxes full of clothes every-where. Rooms messy beds + furniture in place. Chat re the need to tidy up A/S/A/P.                                                |                    |
| Aug 25th  | M/Visit                 | House worse than previous. Donna's room appearing good. rest of house poor. Central heating system work. to be started Sept. Big improvement with all children appear happy |                    |
|           | CONT'D.                 | more relaxed. Mgt stating all children never indoors always out playing this is a vast improvement than previous.                                                           |                    |
| Aug 28th  | M/Visit                 | House continues to be messy boxes albeit slowly are being un-packed. Children all settled quickly and apparently like their new school.                                     |                    |
| Aug 30th. | T/CALL FROM MRS Dowell. | Apparently Scott has been excluded from Day unit (unclear to the reasons) M/Visit arranged 31/8 re above.                                                                   |                    |

Signature (Senior/Supervisor)

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**CONTACT RECORD**

| Date | Type/With Whom | Content/Summary/Assessment/Action | Worker/<br>Designation |
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Signature (Senior/Supervisor)

## CONTACT RECORD

| Date       | Type/With Whom                                                  | Content/Summary/Assessment/Action                                                                                                                                                           | Worker/Designation |
|------------|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| July 27th. | H/VISIT.<br>T/CALL<br>FROM<br>MRS Dowell.                       | Mgt weepy / upset.<br>Jock + Mgt having quarrel<br>very heated. DOWNA'S<br>behaviour main cause of<br>concern. Mgt + Jock unable<br>to agree on anything                                    |                    |
|            | "Time<br>Out"                                                   | cont'd shouting etc. Situation<br>After 1hr calm when I left.<br>Mgt weepy during our time<br>out to G/mouth / Polmont.<br>House situation apparently<br>at stand still. Mgt wanting        |                    |
| July 31st. | H/VISIT.<br>T/CALL                                              | Jock to leave her Jock<br>not going to do so.                                                                                                                                               |                    |
|            | FROM<br>MRS Dowell.<br><br>T/CALL TO<br>HOUSING<br>MRS Armbrage | CONT'D ARGUMENTS re<br>DOWNA. Mgt + Jock's<br>relationship - poor.<br><br>House messy/CHAOS.<br>No further word regarding<br>date re Keys for new<br>tenancy.<br><br>- House - workmen have |                    |
| Aug 1st.   | T/CALL TO<br>MR Dowell.                                         | Not completed repairs Mr<br>Dowell is phoning housing<br>being loud and at times<br>ABUSIVE. T/CALL to Jock<br>advised him to stop<br>phoning housing in<br>connection with Above.          |                    |

## CONTACT RECORD

| Date     | Type/With Whom               | Content/Summary/Assessment/Action                                                                                                                                                                           | Worker/Designation |
|----------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Aug 1st. | T/Call from Mrs Dowell.      | Mgt upset, crying difficult to understand. Apparently Mgt + Jock fighting again. Re housing situation. Writer with H/V visit 2nd Aug.                                                                       |                    |
| Aug 2nd. | H/V visit.                   | Mgt calm Jock angry/loosing temper regarding housing situation. Discussed in detail the need to remain calm. Scott fine Donna at swimming with younger children. Mgt appeared well. updated Re writers A/L. |                    |
| Aug 4th. | Telephone call from Housing. | Phoned Mrs Dowell: NO reply. Keys given / money £75.00. Given re decoration. From charity Dowells advised to return all receipts. TO writer.                                                                |                    |
| Aug 4th. | Office visit.                | NEW ADDRESS 18 EVANS ST. LARBERT.<br>Mgt + Jock advised AND writer stressed need to keep new tenancy clean / tidy.                                                                                          |                    |
|          |                              | updated on writers A/L.                                                                                                                                                                                     |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date            | Type/With Whom                  | Content/Summary/Assessment/Action                                                                                                                                                                           | Worker/Designation |
|-----------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| July 20th.      | "Time out"                      | Mgt. appeared very low AND ill today. Apparently her asthma is poor AND conversation difficult due to lack of breath. Issues discussed re children / housing.                                               |                    |
| July 24th.<br>P | Telephone call from Mrs Dawell. | Mgt cancelled HIV visit due to DAVID (baby) having an appt at clinic. Re-arranged HIV for 25th.                                                                                                             |                    |
| July 25th.      | Home Visit.                     | TOTAL chaos house up-side down. All family having rows with each other. Jack & Mgt's relationship very poor. Mgt appears tired and remains very short of breath. Attempted to structure house packing / AND |                    |
| July 25th       | CONT'D.                         | prepare for removal to NO AVAIL. No one able today to take any advice on board due to such chaos. Pre-arranged to take Mgt shopping for wallpaper 27th. I am trying to                                      |                    |
|                 | CONT'D.                         | have new kennancy decorated before family move in.                                                                                                                                                          |                    |

Signature (Senior/Supervisor)



## CONTACT RECORD

| Date       | Type/With Whom                                                | Content/Summary/Assessment/Action                                                                                                                                                                                                                | Worker/Designation |
|------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| July 12th. | Home Visit.                                                   | Mgt in Alone. Donna, John, Jack Apparently in Edinburgh. Donna did not return from holiday stayed AT Seaton Sands with new boy-friend. All other children out playing. House in chaotic state Mgt washing all clothes from cupboards in order to |                    |
| cont'd.    | cont'd.                                                       | pack them away. NO floor space. Apparently Mgt has been given a loan of a washing machine from a friend. w/machine that was purchased recently now out of order and company have gone bankrupt. Mgt was updated re this                          | 9                  |
| July 14th. | Home Visit.                                                   | House messy upside down. have ASKED Mgt to make A START with packing up - stairs. Apparently home situation calm.                                                                                                                                |                    |
| July 17th. | Home Visit.<br>Telephone Call<br>John ORD<br>C.S.O. FAIRKIRK. | cont'd calm. NO urgent problems.<br>Update re possibility of C.S.O. DECORATING house. Application UNDER REVIEW. to await on outcome.                                                                                                             | 8                  |
| July 18th. | Telephone Call from MRS Dowell.<br>Phoned ANN RIDGE Housing.  | REGARDING "Time out on Thurs" to confirm times etc.<br><br>Update re date of entry re new tenancy (early Aug (possibility)?                                                                                                                      |                    |

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Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                 | Type/With Whom                   | Content/Summary/Assessment/Action                                                                                                                                              | Worker/Designation |
|----------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| JUNE 5th.<br>CONT'D. | Office Visit.                    | Mgt + Jack - DISTRESSED.<br>Apparently entire family driving around area in car afraid to return home children not at school long chat re this and family calm when they left. |                    |
| June 7th.<br>●       | Joint HIV with S.W. A. Strang.   | AH issues addressed re school, housing. SW said her good byes to family (SW leaving team).<br>MR. MRS. Dowell to call into office 9th/6 to collect holiday info.               |                    |
| June 9th.            | Office Visit By Mr + Mrs Dowell. | Holiday info given.<br>Received clothing receipts.<br>Apparently John has received further medication re his asthma. Family on holiday to Butlins June 10th-17th.              |                    |
| June 9th.<br>●       | T/Call from Mrs Dowell.          | Washing machine out of order writer to arrange repairs with D. Clegg + sons.                                                                                                   |                    |
| JUNE 12th.           | T/Call to D. Clegg.              | D. Clegg + son apparently out of business.                                                                                                                                     |                    |

Signature (Senior/Supervisor)

Client Name

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**CONTACT RECORD**

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Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                   | Type/With Whom                                                     | Content/Summary/Assessment/Action                                                                                                                                                                                                                 | Worker/Designation |
|------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MAY<br>29th<br>CONT'D. | Home<br>Visit.                                                     | Writer given full update re<br>situation. Mgt remained weepy<br>throughout visit. Attempted to<br>diverse conversation towards<br>preparation for their hols<br>in two weeks time.<br>NO further update from<br>Housing.                          |                    |
| MAY<br>31st.           | CORR<br>Group<br>meeting                                           | AHL ISSUES Addressed<br>AND updated<br><br>(SEE DETAILED minute)                                                                                                                                                                                  |                    |
| June<br>1st.           | Education<br>meeting<br>Y.C.C.                                     | Mgt, Jack, Scott, self present.<br>AS WAS teachers + B. Bennett.<br>Scott excepted into unit.<br>TO START JUNE 1st FOR 1 WK.<br>9.30 - 2.30. MON-THURS. FRID.<br>9.30 - 1.30. Transport provided.<br>NEXT TERM STARTS.<br>Tues. AUG 22ND 9.30 AM. |                    |
| June<br>5th.           | SEE E.D.T.<br>Report<br>FOR<br>Details.<br>T/C FROM<br>Mgt Dowell. | Mgt weepy etc. Apparently<br>AHL the family back home<br>(Roughlands) due to fall out<br>with Mrs McAlhista ROVER W/END.<br>Children <u>not</u> at school today.<br>HOLIDAY NOW PAID IN FULL.                                                     |                    |
| June<br>5th<br>CONT'D. | Home Visit                                                         | House in chaos clothing all<br>over. (NO floor space). UPSTAIRS in<br>poor condition. Police were<br>apparently called 5.00 AM this AM.<br>Mgt was unable to sleep<br>apparently through fear (although<br>NO incidents occurred re neighbours).  |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                | Type/With Whom                                   | Content/Summary/Assessment/Action                                                                                                                                                 | Worker/Designation |
|---------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MAY 25th.           | Home Visit                                       | Atmosphere tense due to problems with Scott (time keeping). Mgt + Jack Apparently remain living with threats from their next door neighbour. Mgt attending G.P.                   |                    |
| MAY 26th.           | Telephone call from Mr. Dowell.<br>Phone call to | Problems regarding Scott. Jack stating Scott he feels will put in next doors windows or damage their car. Jack seeking extra Respite re Scott.                                    |                    |
| MAY 26th<br>CONT'D. | Judy T/Fostering<br>TIC From Judy.               | Update given on Scotts position. Judy will attempt to arrange Respite for Scott with Chris tonight.<br>Respite arranged Chris to phone Mr-Mrs Dowell direct to arrange times etc. |                    |
| MAY 26th<br>CONT'D. |                                                  | Continued to contact family numerous times NO reply. Writer left note at the family home with update.                                                                             |                    |
| MAY 29th.           | Home Visit.<br>Telephone call from Mrs Dowell.   | NO Reply.<br>Mrs Dowell Attempts update writer ADVISED Mrs Dowell she will call 1-30pm today.                                                                                     |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date               | Type/With Whom                                                     | Content/Summary/Assessment/Action                                                                                                                                                                                                                       | Worker/Designation |
|--------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MAY 22ND.          | AM 11.00.<br>Jock + Mgt<br>OFFICE VISIT.                           | Apparently situation (RE MARIE) has occurred. It appears argument over children has caused major fall out between all Adults. Mgt + Jock stating they need to move out. Advised them to pass over this info at their meeting with Housing today 2.00pm. |                    |
| MAY 22ND           | PM 1.00pm.<br>Jock + Mgt<br>Office Visit.<br><br>H/V<br>Contacted. | Buggy passed over to Mgt. AND bedding (for DAVID). £4.00 given to self towards holiday.<br><br>AND updated. Mrs McBride intends to visit family this week.                                                                                              |                    |
| MAY 22ND<br>CON'D. | PM.<br>Jock + Mgt<br>Office Visit.<br><br>MR. McClelland.          | NO change in housing situation Mgt + family return home to Roughlands Drive to await being re-housed.<br><br>Self contacts Mrs McClelland to update her re Scotts education. Scott as yet not                                                           |                    |
| MAY 23rd           | Home<br>Visit.                                                     | RETURNED FROM WORKING with Chris. EDUCATION cancelled for this pm.<br><br>Situation calm although house in muddle AND extremely untidy. Few incidents re next door neighbours nothing                                                                   |                    |
| MAY 23rd           | Home<br>Visit<br>CON'D.<br>H/V<br>Contacted.                       | MAJOR. Mgt weepy AND baby DAVID was settled.<br><br>MR. McBride was contacted full update given.<br>Buggy given to Mgt plus bedding.                                                                                                                    |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                       | Type/With Whom                                                                   | Content/Summary/Assessment/Action                                                                                                                                                                                                                            | Worker/Designation |
|----------------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MAY.<br>15th.              | OFFICE VISIT<br>By<br>MI. MRS Dowell<br>Joint<br>Interview<br>with<br>Self + SW. | Apparently after a heated argument with next door neighbours family have moved out and stating they are not going back. (Living with Mgt's sister Mrs M. McAllister Carbert)<br>4ph house. 7x children<br>3x Aunts.                                          |                    |
| MAY<br>15th.<br><br>CONF'D | MEETING.                                                                         | Mgt ADVISED to contact Housing<br>Self / Team manager / Housing discussed Dowells situation. Apparently previous offer STANDS AND NO other offer of a house IS AVAILABLE at the moment.                                                                      |                    |
| MAY<br>16th.               | OFFICE VISIT<br>By<br>Mr. Dowell.<br>H/V                                         | Update re housing situation<br>NO change.<br>long chat re further possibilities etc.<br>Mgt's Health cont's to give cause for concern. H/V was phoned AND updated.                                                                                           |                    |
| MAY<br>17th.               | OFFICE VISIT<br>By<br>Mr + Mrs Dowell.                                           | Apparently home circumstances changed. Due to baby McAllister having a type of food poisoning it has apparently been stated re S.P that both babies will need to have NO contact. MARIE has now gone to stay with her friend due to this (baby is with her). |                    |
| MAY<br>19th.               | OFFICE VISIT<br>By<br>Mr + Mrs Dowell.                                           | Update re housing<br>NO change.<br>Mr Mrs Dowell have appt with Mrs ARNITAGE 200PM 22/5.                                                                                                                                                                     |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date      | Type/With Whom                         | Content/Summary/Assessment/Action                                                                                                                                                                | Worker/Designation |
|-----------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MAY 11th. | Home VISIT AND Housing meeting.        | After ALOT of heated discussion it was Agreed to set up a meeting within harbert housing dept with Mr + Mrs Dowell AND next door neighbours with Alison + Mrs Armitage. This meeting             |                    |
|           |                                        | is to place ALL CARDS ON the table to come up with AN end to the contr'd fighting between neighbours. If any party does not attend legal action in the first instance a letter from housing will |                    |
|           |                                        | be sent to clearly set out the following stages.<br>① MANAGEMENT move.<br>② Eviction.<br>③ Either Family involved CAN be Legally removed by using the court system.                              |                    |
| MAY 12th. | Home AM Visit.<br><br>Home Visit Joint | Mgt un-well very weepy. having problems breathing extremely upset AND WAS unable to hold a conversation<br>Joint visit to discuss the possibility of a                                           |                    |
|           | with Alison Housing                    | Tennancy in C/shore this clearly refused. Mgt Jack was asked to at least view the house, they Agreed to do this. Mgt again appeared in poor health.                                              |                    |

Signature (Senior/Supervisor)



## CONTACT RECORD

| Date                 | Type/With Whom                             | Content/Summary/Assessment/Action                                                                                                                                                                             | Worker/<br>Designation |
|----------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| MAY 5th              | Telephone CALL.                            | Further trouble re Donna At Dis being approached by neighbour AND threatened. Police were called by Mr Dowell AND A Statement given NO further action was taken. Mgt on the phone crying CONSISTANTLY re this |                        |
| MAY 9th.             | Telephone CALL'S X 2.<br>From MR. Dowell   | Re payment regarding the money to cover his costs regarding petrol to transport Scott to his placement at Education S/mouth. See SW-case notes for full details.                                              |                        |
| MAY 10th.            | Telephone CALLS X 3<br>from Mrs Dowell.    | Cont'd calls from a very upset Mgt. Apparently housing having a meeting MAY 11th 10:30 AM to discuss problems regarding themselves AND neighbours Apparently self is invited.                                 |                        |
| MAY 10th<br>CONFID.  | Telephone CALLS X 2<br>from Housing.<br>H. | Invited to attend meeting 11/5 agreed to attend. Update from housing (Alison) re present situation Mrs Armitage to chair meeting.                                                                             |                        |
| MAY 10th.<br>CONFID. | Home Visit Joint with S.W.                 | All issues addressed AND updated re tomorrow's meeting. Updated re possibility of a buggy plus various items £30.00. Mgt would like to go ahead with this purchase.                                           |                        |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                 | Type/With Whom                             | Content/Summary/Assessment/Action                                                                                                                                                                               | Worker/<br>Designation |
|----------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| MAY 5th              | Telephone CALL.                            | Further trouble re Donna at Dids being approached by neighbour AND threatened. Police were called by Mr Dowell AND A Statement given. NO further action was taken. Mgt on the phone crying consistently re this |                        |
| MAY 9th              | Telephone CALL'S X 2.<br>From MR. Dowell   | Re payment regarding the money to cover his costs regarding petrol to transport Scott to his placement at Education S/mouth. See SW case notes for full details.                                                |                        |
| MAY 10th.            | Telephone CALLS X 3<br>from Mrs Dowell.    | Cont'd calls from a very upset Mgt. Apparently housing having a meeting May 11th 10:30 AM to discuss problems regarding themselves AND neighbours Apparently self is invited.                                   |                        |
| MAY 10th<br>Cont'd.  | Telephone CALLS X 2<br>from Housing.<br>H. | Invited to attend meeting 11/5 agreed to attend. Update from housing (Alison) re present situation Mrs Armitage to chair meeting.                                                                               |                        |
| MAY 10th.<br>Cont'd. | Home Visit Joint with S.W.                 | All issues addressed AND updated re tomorrow's meeting. Updated re possibility of a buggy plus various items £30.00. Mgt would like to go ahead with this purchase.                                             |                        |

Signature (Senior/Supervisor)

WEEKLY TIMETABLE

Scott Dowell.

AS From  
DATE: April 3rd.

| TIME      | MONDAY                     | TUESDAY         | WEDNESDAY                     | THURSDAY                       | FRIDAY                       | SATURDAY | SUNDAY                     |
|-----------|----------------------------|-----------------|-------------------------------|--------------------------------|------------------------------|----------|----------------------------|
| MORNING   |                            |                 |                               |                                |                              |          |                            |
| MIDDAY    | Teaching                   |                 |                               |                                |                              |          |                            |
| AFTERNOON |                            | H.T.<br>4.30pm. |                               |                                |                              |          |                            |
| EVENING   | Y.C.C.<br>Group.<br>7.00pm |                 | Muir Avon - Side<br>CHRIS FOX | Muir Avon - Side<br>CHRIS FOX. | Muir Avon Side<br>CHRIS FOX. |          | Respite<br>every<br>4 wks. |
| NIGHT     |                            |                 |                               |                                |                              |          |                            |

Every 4th weekend Respite Friday to Sunday - Dates (21st April)

{ 19th May  
16th June }

ALLOCATED WORKER: Ann s/w  
Barbara F/A

TELEPHONE: Harbert s/w office 558885  
E.O.T. 0786 470500.

## CONTACT RECORD

| Date         | Type/With Whom                                                                               | Content/Summary/Assessment/Action                                                                                                                                                                                     | Worker/Designation |
|--------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| April 27th.  | CONTACTED<br>Clegg + Son.<br>Re w/machine<br>new number.<br>563 500.                         | ARRANGED Delivery of w/machine<br>28/4/95. PM. Dowells contacted<br>Re this. GT. given for 3mths.<br>Total Price £70.00p.<br>memo approved for £50.00p. by<br>team manager.                                           |                    |
| April 28th.  | Clegg + Son.                                                                                 | T/CALL CONFIRMING w/machine<br>delivered. C+SON to receive<br>£50.00 from this Dept A/S/M/P.<br>£20.00 deposit Pd by Dowells                                                                                          |                    |
| MAY.<br>3RD. | Telephone<br>CALLS<br>x 3.<br>MRS Dowell x 2<br>MR. Dowell x 1.<br>contacted<br>Clegg + Son. | Repeated T/C from Dowells.<br>Re w/machine. Repeated<br>Answer given on each occasion.<br>CONTACTED C+SON N/A. to<br>return T/C.<br>Arranged to have C+SON.<br>to call AM 9/5 to repair<br>w/machine. Dowells updated |                    |
| MAY<br>3RD.  | CONT'D.<br>Home<br>Visit.<br>(pre<br>Arranged).                                              | Re this.                                                                                                                                                                                                              |                    |
| MAY<br>4th.  | Time<br>OUT.                                                                                 | Mgt weepy AND At times very<br>upset. Apparently it is the<br>position Re her neighbours<br>that she feels is hard to handle.<br>Spent long time going over<br>possible options re this.                              |                    |

Signature (Senior/Supervisor)

CONTACT RECORD

| Date | Type/With Whom | Content/Summary/Assessment/Action | Worker/<br>Designation |
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Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                      | Type/With Whom             | Content/Summary/Assessment/Action                                                                                                                                             | Worker/Designation |
|---------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| APRIL 13th TO APRIL 21st. | NO CONTACT.                | Due to the writer being on A/L.                                                                                                                                               |                    |
| April 24th.               | Home Visit Butlins.        | Home situation calm. House extremely messy, untidy. Apparently w/machine not working and can't be repaired. Large amts of dirty washing lying every-where.                    |                    |
| April 24th CONTD          | Butlins                    | Donna apparently settled into Y.M.C.A. Scott enjoying working with Chris. Charity replied and has granted £300.00 in total. Holiday now arranged Wonderwest Ayr self/catering |                    |
| April 24th CONTD.         | Butlins                    | TOTAL COST £304.00p. Mgt agrees to pay £700p. towards cost. Dates June 10th - June 17th. Deposit £2500p. to be paid once forms are received from Ayr.                         |                    |
| April 26th.               | Home Visit. Joint with SW. | House extremely messy/dirty no floor space etc. Washing machine memo passed to team manager re £50.00 towards cost £70.00. Dowells agree to pay £20.00p.                      |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                  | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                    | Worker/Designation |
|-----------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| April 10th.           | Home Visit     | Apparently last weekend had its problems. Scott + Jock had a fall out and Apparently next door neighbours have been complaining re Donna.                            |                    |
| April 10th<br>CONF'D  | Home Visit     | Mgt + Jock have spoken to council (Housing) Apparently their next door neighbours have made a formal complaint. NO action has been taken to date.                    |                    |
| April 10th<br>CONF'D. | Home Visit     | Scott apparently enjoying his work experience and is apparently staying in this evening. Mgt appeared tired. All children appeared well and home situation was calm. |                    |
| April 10th<br>CONF'D. | Home Visit     | Jock complaining to the writer that have not had contact with Y.C.C. or Dave Houston.<br>Donated Easter Eggs (given to family)                                       |                    |
| April 12th.           | Home Visit.    | Home situation remains calm. House messy. Mgt not dressed today says she doesn't have the time. All issues addressed re this                                         |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date             | Type/With Whom                            | Content/Summary/Assessment/Action                                                                                                                                                           | Worker/Designation |
|------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MARCH 16th.      | Home Visit<br>Time Out                    | Mgt weepy/upset. Appeared pale and tired. Mgt Apparently not "coping" with the Verbal Aggression exchanged between Jack and Scott. long chat re Abuse and Mgt's health.                     |                    |
| MARCH 17th.<br>● | Office CONTACT.<br><br>Telephone Contact. | See Duty write up for details.                                                                                                                                                              |                    |
| MARCH 20th.      | Joint Home Visit with S.W.                | All issues addressed and updated. Wlend was Apparently calm. Donna has moved back home. House very messy and untidy. Chat re forthcoming case discussion.                                   |                    |
| MARCH 22nd<br>●  | CASE Discussion                           | All issues addressed Future Plan. Writer to compile timetable re Scott's routine.                                                                                                           |                    |
| MARCH 23rd.      | Home Visit<br>"Time Out"                  | Very heated discussion Apparently (last night). Donna + two male friends were found upstairs drinking. Vodka + Buck Fast. Fight started which resulted in Donna plus male friends being put |                    |

Signature (Senior/Supervisor)



## CONTACT RECORD

| Date                                | Type/With Whom                              | Content/Summary/Assessment/Action                                                                                                                                                            | Worker/Designation |
|-------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MARCH<br>23rd<br>cont'd.            | Home<br>Visit<br>"Time<br>Out"              | out of the house. Donna<br>Stayed overnight with male<br>friend in hanglees. Scott<br>Apparently very supportive<br>to his parents within<br>this situation.                                 |                    |
| MARCH<br>23rd<br>cont'd.            | "Time<br>Out"                               | "Time Out" This went<br>well, again Mgt wanted to<br>discuss Donna. Mgt wants<br>to give Donna another<br>chance Jack does not.<br>Suggested both parents<br>discuss this with Donna.        |                    |
| MARCH<br>27th.                      | Telephone<br>Call<br>from<br>Mrs<br>Dowell. | Apparently Mgt had trouble<br>with Donna last night. 200AM<br>before she got to bed<br>All children not at school<br>today due to Mgt over-<br>sleeping. Mrs Dowell<br>will not be available |                    |
| MARCH<br>28th<br>TO<br>31st.        | NO<br>Contact.                              | Today for writers home<br>visit due to the family<br>visiting relations in Cowie.<br><br>Due to the writer<br>being off work sick.                                                           |                    |
| APRIL<br>3rd<br>TO<br>APRIL<br>6th. | NO<br>Contact.                              | Due to the writer<br>having other commitments.                                                                                                                                               |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                  | Type/With Whom                                              | Content/Summary/Assessment/Action                                                                                                                                                                                                | Worker/Designation |
|-----------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MARCH 13th.           | Home Visit<br>Joint with<br>S.W.<br>A. STRANG.              | See E.D.T. Report<br>Follow up visit concerns<br>due to E.D.T. Report. Scott's<br>Attitude poor AND conversation<br>And interaction with Scott<br>very difficult. Relationship<br>between Scott + Jack                           |                    |
| MARCH 14th.           | Joint home<br>Visit with<br>S.W.<br>A. Strang.              | Concerning due to further<br>deterioration w/end did<br>not go well for Scott.<br>Cont'd concern regarding<br>Scott. At one point in our<br>discussion with Scott he<br>walked out of the house                                  |                    |
| MARCH 14th<br>CONT'D  |                                                             | Although he returned very<br>quickly we did not see<br>Scott he remained in his<br>bedroom. Jack also at one<br>point attempted to walk out<br>after he became extremely<br>angry. Jack has threatened<br>violence towards Scott |                    |
| MARCH 14th<br>CONT'D. |                                                             | Albert for the moment these<br>threats appear not to have<br>been carried out. Situation<br>appeared calm when we<br>left. A case discussion<br>was agreed on to discuss<br>our concerns.                                        |                    |
| MARCH 15th            | Pre-Arranged<br>Joint<br>Visit<br>with<br>A. STRANG<br>S.W. | Visit arranged for 12.00pm.<br>Mrs Dowell phones to<br>cancel due to her going<br>visiting to Cowie to<br>visit relations.                                                                                                       | BM6 F/A.           |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                 | Type/With Whom                                                   | Content/Summary/Assessment/Action                                                                                                                                                                                 | Worker/Designation |
|----------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| MARCH 2ND.           | Home Visit<br>JOINT with.<br>MRS McHolland<br>AND<br>B. Bennett. | meeting Arranged re tuition for Scott. This is to begin 6th MARCH 2.30 - 3.30 AND there after weekly. Ahh issues updated AND Addressed.                                                                           |                    |
| MARCH 6th.           | CORE Group.                                                      | Ahh issues Addressed<br>AND updated<br>(See Detailed minute)                                                                                                                                                      |                    |
| MARCH 8th.           | Home Visit<br>JOINT with<br>S.W.<br>ANN.                         | Scott seems to be not Adhering to the rules set down. He remains to disagree with Jack and Scotts attitude is poor. towards both parents but appears worse towards his DAD.<br>House messy / untidy.              |                    |
| MARCH 9th.           | Home Visit<br>"Time Out"                                         | House messy. Mgt appeared tired / Pale. Her appearance has deteriorated over the last two wks. including her own personal Hygiene. Mgt + Jacks relationship appears under further strain.<br>Home Situation poor. |                    |
| MARCH 9th<br>CONT'D. | Telephone Call from<br>MRS McCLELLAND<br>Phone Call<br>TO Y.C.C. | Update regarding tuition. To date Scott appears to be settled AND is returning home-work completed.<br>Dave Houston was contacted AND given update AND was ASKED to contact Dowells to offer support.             | RM's<br>P/A.       |

Signature (Senior/Supervisor)

# MEMO

SOCIAL WORK DEPARTMENT

To Team  
EDT

From B McCormack  
STENHOUSEMUIR

REF. No. 86  
DATE 16th June 1995  
TIME 16:11

**Subject: ALERT**

Re: Dowells, 84 Roughlands Drive, Carronshore.

Family on holiday at Butlins in Ayr, from 10th June to 17th June. Today 16th June family contacted Ayr Social Work Department having no money. Agreement reached between Ayr and Stenhousemuir S W Department to pay £10.00 Section 12 to enable the family to cover cost of petrol, so family could return home tomorrow Saturday 17th June.

This is to update with view to the possibility of the Dowells contacting you over the weekend.

Barbara McCormack, Family Aide holding case until Social Worker, Kathleen McCormick returns on the 20th June 1995.

## CONTACT RECORD

| Date     | Type/With Whom                                                 | Content/Summary/Assessment/Action                                                                                                                                                                                   | Worker/Designation            |
|----------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| 16.6.95  | TC from Duty Sui<br>Patricia Morgan<br>Ayr SW<br>C1292: 267675 | Dawells, on holiday at Buthies, have<br>approached Ayr SW requesting money<br>for petrol for return journey and<br>food until Monday.<br>Jack has said that he returned<br>by car to Buthies during week to collect |                               |
|          |                                                                | bullets for Margaret - the fire down in<br>petrol. Little food left in club due<br>to food home tomorrow (Sat) no food<br>in house till Monday.<br>Apparently Buth - Don no longer has tickets<br>to travel home.   |                               |
|          |                                                                | Ayr willing to agree to £200<br>until ascertained what costs were made<br>with family, by us.<br>Agreed that Barbara McCormick<br>would phone back & discuss with<br>Ann Napier PM Duty SW                          | ed for W. J. J. J. J.<br>Sui. |
| 16.6.95. | Phone<br>Call<br>TO<br>Ayr.<br>S.W. Dept.<br>ANN NAPIER        | Dawells given £10.00.<br>For petrol to return<br>home JUNE 17th.<br>E.D.T. Alert Sent<br>RE INFORMATION<br>FROM Ayr SW<br>Dept.                                                                                     | Bmr6 f/Aide                   |
|          |                                                                | (SEE memo)                                                                                                                                                                                                          |                               |

**Signature (Senior/Supervisor)**

Client Name

Client File No.

Page No.

**CONTACT RECORD**

| Date | Type/With Whom | Content/Summary/Assessment/Action | Worker/<br>Designation |
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Signature (Senior/Supervisor)

# MEMO

SOCIAL WORK DEPARTMENT

To Team  
EDT

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## CONTACT RECORD

| Date                     | Type/With Whom                        | Content/Summary/Assessment/Action                                                                                                                                | Worker/Designation |
|--------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Feb 23rd                 | Home Visit<br>"Time Out"              | Mgt very weepy today. Appeared down. Advised to re-start her anti-depressants. Already prescribed. Home situation appears calm.                                  |                    |
| Feb 24th<br>AM.          | Telephone Call<br>from<br>MRS Dowell. | Apparently family except Scott + Jock have upset stomach. Environment of Health called this A.M. to do test AND HIV. Mgt updated re meeting 27th.                |                    |
| Feb 24th<br>P.M.         | Telephone Call<br>from<br>MRS Dowell. | Apparently Donna has arrived for a visit. Donna was apparently hanging around with two boys. Police were after and called 4:00 AM to ask Mgt where Donna         |                    |
| Feb 24th<br>PM<br>cont'd | Telephone Call.                       | was staying. Mgt did not give address. Donna apparently being questioned re Police over a break in into a parked car. Donna stating she is not involved in this. |                    |
| Feb 27th.                | Joint Home Visit<br>(meeting).        | Self, Ann S.W, J Houston Y.C.C. (could not attend). meet to discuss all relevant issues AND update given. Jock complaining re lack of contact from Y.C.C.        |                    |

Signature (Senior/Supervisor)



## CONTACT RECORD

| Date                | Type/With Whom                           | Content/Summary/Assessment/Action                                                                                                                                     | Worker/Designation |
|---------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Feb 16th.           | Home Visit                               | Mgt APPARENTLY HAS NOT VISITED her S.P RE REPEAT perscription<br>DONNA APPARENTLY to be engaged.<br>House messy.                                                      |                    |
| Feb 17th.           | Phone Call from MRS. Dowell.             | APPARENTLY Mgt very weepy DISTRESSED AND WAS crying on the phone. Mgt stating she is leaving Jack + taking her six children with her Although she has no place to go. |                    |
| Feb 17th<br>cont'd  | Home Visit by self AND S.W. S. Woodburn. | Due to Mgt's DISTRESSED State AND the urgency of the situation Joint home visit was made. Lengthly chat re above home situation was calm when we left.                |                    |
| Feb 22nd.           | Joint Visit by self. AND S.W. A.         | DONNA APPARENTLY has moved out. Mgt appeared tired and pale. W/END ISSUES ADDRESSED RE E.D.T CONTACT. JACK APPARENTLY Angry AND blaming DONNA                         |                    |
| Feb 22nd<br>cont'd. |                                          | For Scott staying out until 9:00AM to be returned by police.                                                                                                          |                    |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date         | Type/With Whom                         | Content/Summary/Assessment/Action                                                                                                                                                      | Worker/<br>Designation |
|--------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Feb<br>8th.  | Home<br>Visit                          | All children NOT At school.<br>Apparently Mgt over slept.<br>Heated ARGUMENT between<br>Mgt + Jack Re lack of<br>sex life.<br>House messy                                              |                        |
| Feb<br>9th.  | Home<br>Visit<br>"Time Out"            | Mgt cancelled visit<br>Due to her visiting<br>her sister in F.R.I.<br><br>NO CONTACT.                                                                                                  |                        |
| Feb<br>10th. | Home<br>Visit                          | Housing due to visit.<br>Mgt Agrees to Donna<br>having on stay. Jack<br>Does not Agree with<br>Above.<br>House messy.                                                                  |                        |
| Feb<br>13th. | Home<br>Visit<br>H/V<br>Present.       | Mgt + Jack Disagree re<br>Donna. H/V advised Scott<br>missed getting his B.C.G.<br>INOCULATION due to being<br>excluded from school<br>when it was on offer<br>H/V to arrange A/S/A/P. |                        |
| Feb<br>15th. | Home<br>Visit<br>Joint<br>with<br>S.W. | All issues Addressed<br>And updated. See S.W.<br>case notes. Mgt appeared<br>tired + pale.<br>Pre arranged Thurs.<br>outing.                                                           |                        |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date         | Type/With Whom                        | Content/Summary/Assessment/Action                                                                                                                                             | Worker/<br>Designation |
|--------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Jan<br>31st. | Phone<br>CALL<br>TO<br>MRS Dowell.    | Mgt was updated Re Donna's<br>change in circumstances.<br>Mgt hysterical on phone.<br>Agreed to give DONNA \$3.00<br>Mgt to return income<br>support book re<br>Adjustment's. |                        |
| Feb<br>2nd.  | Home<br>Visit<br>"Time<br>Out"        | Collected Mgt as pre-<br>arranged re visit to Cle<br>G/Mouth. Went for coffee<br>and chat. DONNA apparently<br>returned home although<br>un-sure if she is staying            |                        |
| Feb<br>3rd   | Home<br>Visit                         | House messy / untidy. Jock<br>and Mgt in conflict re<br>DONNA. Scott apparently<br>keeping to returning on<br>time. Baby attends<br>clinic apparently well.                   |                        |
| Feb<br>6th.  | Home<br>Visit                         | Pre-arranged<br><br>NO Reply.                                                                                                                                                 |                        |
| Feb<br>7th.  | Phone<br>CALL<br>TO<br>MRS<br>Dowell. | Pre-arranged next visit<br>for Feb 8th.                                                                                                                                       |                        |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                   | Type/With Whom                      | Content/Summary/Assessment/Action                                                                                                                                                                                    | Worker/<br>Designation |
|------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| JAN<br>23rd<br>cont'd. | Case<br>Discussion                  | Ahh issues DISCUSSED AND<br>ADDRESSED. Future plans were<br>DRAWN AND Scott WAS NOT<br>RE-ADMITTED INTO CARE.                                                                                                        |                        |
| JAN<br>25th.           | Home<br>Visit                       | Home situation CALM<br>Scott was adhering to.<br>All rules etc. DONNA having<br>problems re her time keeping<br>Mgt + Jack both stating they<br>will not allow this to continue.                                     |                        |
| JAN<br>26th.           | Home<br>Visit                       | Collected Mgt AS pre-arranged<br>to purchase necessary items<br>from enterprises & / month.<br>Went for a coffee and<br>general chat re home<br>situation. Mgt thinks DONNA<br>will need to change or leave<br>home. |                        |
| JAN<br>30th.           | Home<br>Visit<br>Joint with<br>S.W. | General update. DONNA<br>has been staying with<br>female friend in Langley<br>off + on since last Thurs.<br>Jack told DONNA to leave<br>the house and take her clothes.<br>DONNA refused to do so.                   |                        |
| JAN<br>31st.           | Home<br>Visit.                      | Apparently DONNA walked<br>out last night when she<br>was visiting her mother<br>due to an argument. Donna<br>continue to stay with friend<br>DONNA has duty appt<br>in office (see duty write<br>up).               | Bm'6<br>F/A.           |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date               | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                                                         | Worker/Designation |
|--------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| JAN 16th<br>CONT'D | Home Visit     | Mr Dowell again insisting Scott is received into care. Plans were agreed to maintain close contact with the family on a daily basis to offer continued support to Scott. MR. DAVID Houston Y.C.C. will provide individual contact with Scott. and meeting arranged within |                    |
| JAN 17th.          | Home Visit     | Harbert office (CASE Discussion) 26th JAN.<br><br>Home situation appears calm Scott is adhering to rules. House apparently not being attempted by mgt states she just cant be bothered due to all the worry etc re Scott.                                                 |                    |
| JAN 18th           | Home Visit     | MR Houston has contact with Scott. This appears to have went well. AND INDIVIDUAL time will be on going between MR Houston AND Scott. MR. Mrs Dowell given Y.C.C phone number AND advised to contact MR Houston before attempted contact with E.D.T.                      |                    |
| JAN 19th           | Home Visit     | MR + MRS Dowell (Argument in progress when I arrived) After 1hr situation was de-fused. Both were advised to discuss their problems when alone and all children in bed. Situation calm when I left.                                                                       |                    |
| JAN 23rd           | Home Visit.    | MR Houston apparently called AND spent some individual time with Scott (Macdonalds FALKIRK). Home situation calm AND it would appear the wend went well.<br>House messy / untidy.                                                                                         | BM'6<br>FIA.       |

## CONTACT RECORD

| Date                | Type/With Whom                           | Content/Summary/Assessment/Action                                                                                                                                                                                                                                   | Worker/Designation |
|---------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| JAN 11th.           | Home Visit                               | home situation (increased concerns) regarding Mgt + Seeko management of children. Both dealing with children in different directions. Scott + Denna not keeping to rules within the house. Mgt stating she wants Seeko to leave ASAP Seeko refusing to do this.     |                    |
| JAN 12th.           | Home Visit                               | Collected Mgt as pre-arranged. Visited Clenterprises G/mouth purchased two wardrobes. Mgt weepy and stating she can't live in this way for much longer. (this is due to constant rows between Denna, Scott and Seeko).                                              |                    |
| JAN 13th.           | Home Visit                               | Situation appears to have deteriorated regarding Scott. Seeko insisting his Dept receive Scott back into care today. All issues addressed re this.                                                                                                                  |                    |
| JAN 16th.           | Home Visit<br>Phone Call from MR Dowell. | Scrit Visit with Elaine SW. Apparently Scott did not return till 7:00am this morning. and was refusing to go to school. Attempted to speak with Scott who very quickly responded. Argument erupted between Scott, MR Dowell, Mgt which lead to Scott walking out of |                    |
| JAN 16th.<br>CONT'D | Home Contact.<br>CONT'D.                 | He house. Scott returned pm but very quickly left again. Scott was reported missing by his parents at 10:00pm. Scott did not return till 18th JAN. Police found Scott and returned him home apparently Scott had been at his friend Pauls house.                    | BM's<br>P/A.       |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date                | Type/With Whom                  | Content/Summary/Assessment/Action                                                                                                                                                                                                                           | Worker/Designation |
|---------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Dec 19th            | CASE DISCUSSION                 | Scott Discharged From Foster CARE. Home situation quiet Although Downait appears is still giving cause for concern REGARDING (time keeping AND not returning home at nights). Ahison from housing called AND APPEARS pleased with situation.                |                    |
| Dec 21st.           | Home Visit                      | All children at school today except Scott. Home situation quiet and everyone appears to be helping Mgt regarding cleaning of the house. Slight problems regarding Scott's contact with his friend Paul. Overall situation calm.                             |                    |
| Dec 25th TO JAN 3rd | Office closed FESTIVE HOLIDAYS. | NO CONTACT.                                                                                                                                                                                                                                                 |                    |
| JAN 1995.           | Home Visit                      | Apart from Jenna still returning home late it appears all the family had a quiet Christmas. Mgt + Jack still arguing over Jenna etc. Scott on occasion returning home late. House untidy and dirty. Bedrooms in need of complete clean.                     |                    |
| JAN 6th.            | Home Visit                      | Housing called (Ahison) APPARENTLY ASKING for one room at a time to be cleaned. Mgt agrees to this. Donation of wardrobes re this dept arrived AND in place. Mgt + Jacks Relationship - poor continued arguments over all children Mgt talks about leaving. |                    |
| JAN 9th.            | Home Visit                      | Jack Dowell angry stating Scott has not been keeping to set rules. Paul (Scott's friend) it appears is spending long periods of time with Scott at home. Mr Dowell was advised to control this situation etc but appears unable to do so.                   | BMRB<br>FIA.       |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date        | Type/With Whom                        | Content/Summary/Assessment/Action                                                                                                                                                                                                | Worker/Designation |
|-------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Dec 9th AM. | Home Visit                            | Arrived to find all the family at home. Children not at school. Row erupted between Mr + Mrs Dowell and Scott. Mr Dowell clearly stating "he wanted Scott received into care today" long chat                                    |                    |
| Dec 9th PM. | Home Visit<br>JOINT<br>Self<br>+ S/W. | re this after 1hr Mr Dowell insisting Scott does come into care today. Self contacts S.W to update. Joint visit arranged. Knife incident occurs which resulted Scott's reception into care. Section 15.                          |                    |
| Dec 12th    | Home Visit                            | MR. MRS. Dowell apparently were in contact with E.D.T over WEND re Scott. This was Mgt phoning to enquire if Scott was well at his carers.<br>DONNA'S situation at home appears settled.<br>House untidy items lying everywhere. |                    |
| Dec 13th    | Home Visit                            | Mgt in tears when I arrived she states she wants Scott home although Mr Dowell does not. Scott would like to see Scott into Residential Care. This was addressed in detail. Scott is placed with carers to return home Dec 19th. |                    |
| Dec 14th    | Home Visit                            | Home situation now settled Scott visiting each day. Mgt appears more able to cope and housework etc has again started. Result tidy and all bedrooms have been cleaned and are tidy also.                                         | BM6 f/A.           |



## CONTACT RECORD

| Date           | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                              | Worker/Designation |
|----------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| NOV 29th       | Home Visit     | Continued Problem's re Donna/Scott both coming home late at night. Jack stating "he is washing his hands of both". Mgt + Jack continue to argue as both Parents view points are different. Jack has been       |                    |
| Dec 2nd.       | Home Visit     | asked to leave by mgt AND to take Scott + Donna with him. Jack refusing to do so.<br>home situation poor house messy AND mgt's appearance is that of tired AND weepy. Housing (Alison) called                  |                    |
| Dec 5th.       | Home Visit     | AND HAS ASKED mgt to start to clean all upstairs bedrooms.<br>E.D.T. involvement over w/end regarding Scott. Scott did not return home until 1:00AM Sun. morning. Jack insisting Donna be put out of the house |                    |
| Dec 5th cont'd | Home Visit     | along with Scott. Situation was very high parents both shouting etc at each other, after long chat situation became quiet and calm.<br>House slightly better today                                             |                    |
| Dec 6th.       | Home Visit     | School phoned (Charbert high) Scott has been excluded (due to fighting) Jack in turn became very loud and angry stating "Scott has to leave the house today as he wants no more to do with him".               | Bm'6<br>F/A.       |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date      | Type/With Whom             | Content/Summary/Assessment/Action                                                                                                                                                                                           | Worker/Designation |
|-----------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| NOV 17th  | Home Visit.                | Mgt weepy today Complaining of terrible atmosphere between Jack + Donna. Jack wants Donna out of the house and into B+B. Mgt wants her to behave and remain at home.                                                        |                    |
| NOV 21st  | Home Visit                 | Problems REGARDING Scott Apparently Scott's time keeping is poor. He is returning 2hrs late at night. Mgt + Jack continue to Argue re this. Both stating reason house is in poor condition is because they are too involved |                    |
| NOV 22nd. | Home Visit JOINT with S.W. | With the worry of Scott AND DONNA to be "bothered" to attempt to clean house. All issues Addressed re this. All issues updated AND Addressed. Mgt + Jack advised on numerous methods in dealing with                        |                    |
| NOV 23rd. | Home Visit.                | Control of their children AND were advised to put them into practice A/S/A/P. Mgt + Jack continue to give mixed messages to children situation as before. They have not acted on                                            |                    |
| Nov 24th. | Home Visit                 | advice given Donna apparently did not return home till 2:00am this morning. All children are not at school. Mgt states she was too tired to get out of bed to send them to school.                                          | BMR6.              |

## CONTACT RECORD

| Date                      | Type/With Whom             | Content/Summary/Assessment/Action                                                                                                                                                                    | Worker/Designation |
|---------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| NOV 7th.                  | Home Visit                 | House chaotic very messy and untidy again concerns addressed. All children out at school Mgt overslept. Scott excluded from school for fighting. Both parents have been asked to attend a meeting.   |                    |
| NOV 7th<br>CONT'D.        | Home Visit                 | at the school both have refused to do so. Jack apparently does not want involvement with school. Scott has not to return unless meeting is arranged. all issues addressed.                           |                    |
| NOV 9th.                  | Home Visit                 | Jack apparently still not going to attend school meeting. House untidy. Mgt appears weepy and tired. Donna's time keeping causing concern and further arguments between parents continue.            |                    |
| NOV 11th<br><br>NOV 14th. | Home Visit                 | Scott's school (Harbert high) phones MR Dowell. MR Dowell attends meeting today. Scott to re START MON. 14th.<br><br>Scott was at school all children at school house messy untidy.                  |                    |
| NOV 15th.                 | Joint home visit with S.W. | All issues addressed and updated. Long chat re lack of routines and consistent rules for all children within the home. Donna apparently out over weekend to return AM. This was discussed in detail. | BM6.<br>FIA.       |

## CONTACT RECORD

| Date                | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                 | Worker/Designation |
|---------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| OCT 24th<br>CONT'D. | Home Visit     | Scott was asked if he does snuff glue Scott denied this                                                                                                           |                    |
| OCT 27th.           | Home Visit.    | All children not at school Mgt over slept. Baby appears well. Mgt looking very tired Jack was not at home.                                                        |                    |
| OCT 27th<br>CONT'D  | Home Visit.    | Scott had just returned from FRI I.e his mouth which appeared worse today. House in total chaos attempted to help clean up.                                       |                    |
| OCT 31st.           | Home Visit     | All children at school except Scott (all issues addressed He said he was in Falkirk). Mgt stating she has no energy nor can she be bothered to do any house work. |                    |
| NOV 2ND             | Home Visit.    | Scott apparently will return to school (Thurs) Mgt's friend (female) was helping Mgt tidy up. House messy although all up-stairs was reasonable.                  |                    |
| NOV 7th.            | Home Visit     | JOINT VISIT with self and S.W.<br>Denma apparently paid off from her Y.T.S. job. Due to her being "too quiet". Denma again not giving mother drug money.          | BM'b<br>F/A.       |

## CONTACT RECORD

| Date      | Type/With Whom                             | Content/Summary/Assessment/Action                                                                                                                                                                   | Worker/Designation |
|-----------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| OCT 17th. | Phone CALL TO MR Dowell                    | Apparently Mgt still in FIR/I contractions stopped although she has to remain in FIR/I until today (PM.) Self contacted enterprises to arrange delivery of washing machine.                         |                    |
| OCT 19th. | Home Visit.                                | Carrie + Mgt in FIR/I due to Carrie having He Creep S.P. called last night and admitted Carrie. 2:00pm. Carrie was discharged. w/machine delivered. House messy / untidy.                           |                    |
| OCT 20th. | Phone CALL TO MRS Dowell.                  | Winter seeks update re pregnancy - NO change. Skip up lifted.                                                                                                                                       |                    |
| OCT 21st. |                                            | SKIP hire Invoice £58.75p. Dept paid this cost.                                                                                                                                                     |                    |
| OCT 24th. | Phone CALL from MR. Dowell.<br>Home Visit. | Mgt had baby very 8lbs boys both are well. <del>Both</del> BABY named David Robertson Dowell. Self + SW. Joint Visit. Jack appears to be coping. Mgt and baby                                       |                    |
| OCT 24th. | Home Visit.                                | home. Baby appears very well cared for (no concerns) Carrie remains with a cough Scott's mouth broken cut in xres he is attending FIR/I clinic re this. glue snubbing was mentioned by Jack re this | Bm'6<br>FIA.       |

## CONTACT RECORD

| Date                                             | Type/With Whom                                          | Content/Summary/Assessment/Action                                                                                                                                               | Worker/Designation |
|--------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Sept 27th.                                       | Memo to Team Manager<br>Re Skip hire.<br><br>Home Visit | Joint home Visit with SW Sheila<br>Plan re-clear cut discussed in detail<br>Mgt, Jack advised to speak to children and to attempt to get everyone involved.                     |                    |
| Sept 28th.<br>●<br>Sept. 29th.<br>TO<br>OCT 7th. | Home Visit.<br><br>NO CONTACT                           | Clear cut under way<br>Numerous black bps<br>Full and special lift arranged by self for up lift.<br><br>Self on A/L.                                                            |                    |
| OCT 10th.<br><br>OCT 11th.                       | Phone call from MR. Dowell<br><br>Home Visit.           | SKIP ARRIVES PM.<br>Self and S.W arrive to help with the clean out.<br><br>Clear out cont's.<br>UPSTAIRS IMPROVING<br>DONNA'S ROOM IN POOR DIRTY CONDITION                      |                    |
| OCT 13th.                                        | Home Visit                                              | clear cut making good progress, except Donna not attempting to help or clear out her room. This was addressed with her.                                                         |                    |
| OCT 14th.                                        | Home Visit                                              | Mgt apparently having contractions every 10 mins. Mgt was at home on her own self contacted Jack who transported Mgt to FIRI. Arranged for Donna to look after younger children | Bm's<br>P/A.       |

## CONTACT RECORD

| Date           | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                          | Worker/Designation |
|----------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Sept 16th.     | Home Visit.    | Arrived into a family row Jack saying Donna wants to stay but he knows it will not work. He has asked Donna to leave. Mgt at this point started screaming that Donna will change.                                                          |                    |
| Sept 16th<br>● | Home Visit     | House at its worst for a while this passed over to Mgt + Jack and my concerns discussed. Situation remained on easy when I left.                                                                                                           |                    |
| Sept 20th.     | Home Visit     | House as messy as it was on last visit. Jack has purchased Scott £300.00.                                                                                                                                                                  |                    |
| Sept 20th      | Home Visit.    | guitar all issues addressed re this as it was more important that a new washing machine was purchased given their present one is out of order. Jack not happy at my comments. Mgt apparently did not know Jack was going to purchase this. |                    |
| Sept 21st.     | Home Visit     | Arrived to find all children not at school. Apparently Mgt slept in. Scott now working at Tryst shows. All issues addressed re this and all the implications regarding school that will follow his non-attendance.                         |                    |
| Sept. 26th.    |                | House showing no change Situation is concerning. Self approached Team Manager re possibility of hiring a skip to clear out all rubbish from in-side of house.                                                                              | BMc<br>F/A         |

## CONTACT RECORD

| Date                                 | Type/With Whom                       | Content/Summary/Assessment/Action                                                                                                                                                                                 | Worker/<br>Designation |
|--------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Sept.<br>8th.                        | Home Visit                           | Joint Visit with self, SW<br>AND student All issues<br>addressed AND updated.                                                                                                                                     |                        |
| Sept.<br>9th.                        | Home Visit.                          | chat re DONNA AND her<br>handling of wages. Set plan<br>agreed to AND they state<br>this will start from Mon.                                                                                                     |                        |
| Sept.<br>12th<br>to<br>Sept<br>13th. | NO<br>CONTACT<br>Public<br>Holidays. | See E.D.T. Report<br>ON 12/9/94.                                                                                                                                                                                  |                        |
| Sept<br>14th.                        | Home<br>Visit.                       | Team manager asks self<br>to visit after E.D.T.<br>Report (12/a).<br>HAD long chat re DONNA<br>AND the events of the<br>weekend. Outcome was DONNA<br>given Two choices                                           |                        |
| Sept<br>14th                         | Home<br>Visit                        | ① TO remain at home<br>AND adhere to house rules<br>② TO allow this Dept to help<br>her find acceptable/safe/<br>accommodation.<br>DONNA ASKED to meet with<br>Self + SW. 15th in office<br>DONNA agrees to this. |                        |
| Sept<br>15th.                        | DONNA<br>VISITS<br>Office            | DONNA still unsure what<br>she wants to do regarding<br>accommodation.<br>Discussed the need for<br>DONNA to seek advice<br>ON safe sex AND<br>CONTRACEPTION.                                                     | BH'6<br>FLA.           |



## CONTACT RECORD

| Date      | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                  | Worker/Designation |
|-----------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Aug 31st  | Home Visit.    | Arrived to find Jack, Mgt, in the midst of a heated argument re DONNA AND money. Jack has asked Donna to leave today Mgt asking Jack to leave instead. Long chat situation settled when I left.                                    |                    |
| Sept 2nd. | Home VISIT.    | House extremely messy/dirty huge amts of clothes everywhere no space to walk. Kitchen piled high with dishes Call dirty. Mgt and self attempt to clean kitchen.                                                                    |                    |
| Sept 5th  | Home Visit.    | Vast amts of dirty / clean wet washing. Mgt stating she can't go out side with her washing as she is afraid she will be "jumped" and "battered" from the female neighbor next door.                                                |                    |
| Sept 5th. | Home Visit     | Mgt advised situation is getting out of hand she needs to dry clothes. Advised if attacked police need to become involved. Mgt strongly saying she will not go outside.                                                            |                    |
| Sept 7th. | Home Visit.    | Arrived to find Mgt Home and on her own. She was weepy and appeared short of breath. Mgt feels she is too scared to leave the house for fear of being attacked from next door neighbor (although no threats have been made to her) |                    |

## CONTACT RECORD

| Date                | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                 | Worker/Designation |
|---------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Aug 19th            | Home Visit.    | Mgt has had post NATAL check up baby expected in 6 wks.<br>Mgt has contacted housing to complain re next door neighbours.<br>House messy/untidy                                                   |                    |
| Aug 19th<br>cont'd. | Home Visit     | MR Dowell saying he has given up on the house due to pressure he is under from next door. Advised house needs to improve AND CONDITIONS at the moment are extremely poor causing us concern.      |                    |
| Aug 22nd.           | Home Visit     | NO REPLY.                                                                                                                                                                                         |                    |
| Aug 25th.           | Home Visit.    | Mgt gives update. Mgt admitted to FRII APPARENT premature CONTRACTIONS which stopped shortly after her admission                                                                                  |                    |
| Aug 26th            | Home Visit     | FURTHER problems REGARDING DONNA. DONNA NOT able to manage her wages £3500 per wk. Apparently she owes out to her mother more than she earns.<br>Discussed above with DONNA + Mgt ADVISED (Donna) |                    |
| Aug 26th<br>cont'd. | Home Visit.    | to pay big money on each pay day AND to have DONNA clear off any debts ASAP<br>Mgt also ADVISED NOT to lend her any money AND to attempt to make DONNA learn to control her money better          | BM's<br>FLA        |

## CONTACT RECORD

| Date                   | Type/With Whom                      | Content/Summary/Assessment/Action                                                                                                                                                                                   | Worker/<br>Designation |
|------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| AUG<br>15th.           | Phone<br>CALL<br>FROM<br>MRS Dowell | apparently Mgt in a panic<br>letter from housing.<br>2) Donna leaving home.<br>and E.D.T involvement<br>over the weekend (see<br>E.D.T. Report).                                                                    |                        |
| AUG<br>15th<br>CONF'D  | Home Visit.                         | Letter from housing is in<br>connection with the on<br>going problems with next<br>door neighbour. Housing<br>has asked Mrs Dowell<br>not to use back garden<br>footpath.                                           |                        |
| AUG<br>15th<br>CONF'D  | Home<br>Visit                       | Donna apparently wants<br>to leave home possible<br>accommodation with Mrs<br>Mitchel AND family. DONNA<br>APPARENTLY RELUCTANT TO<br>ADHERE TO house rules.<br>Jack Dowell stating<br>"he has had enough" AND THAT |                        |
| AUG<br>15th<br>CONF'D. | Home<br>Visit                       | "DONNA IS TRYING TO SPLIT<br>their marriage up by playing<br>them off each other. <del>SHE'S A BIT OF A</del><br>SITUATION CALM WHEN<br>I LEFT.                                                                     |                        |
| AUG<br>17th.           | Home VISIT.                         | Called unexpected. 11:30AM<br>everyone in bed. House<br>IN CHAOS NO FLOOR SPACE<br>items lying everywhere.<br>Younger children DIRTY<br>Mgt ADVISED to clean up<br>A/S/A/P.                                         | BM's<br>F/A.           |

03.06.94 HOME VISIT: Arrived at the same time as the reps from the Housing Department. Margaret and Jock too caught up with the issue of Barry being excluded from school to be able to take on board any housing matters.

House messy and untidy.

BMCC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

06.06.94 HOME VISIT: Jock and Margaret hurling verbal abuse at one another during the whole length of my visit today! When they calmed down we all attempted to clean the kitchen.

Bedrooms all in a state - you can barely walk on the floor for items strewn around. this was the next task set.

Long debate between Margaret and Jock as to the reason why the rooms are in this state - outcome: each blaming the other!!

BMCC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

10.06.94 JOINT HOME VISIT WITH SHEILA WOODBURN, SOCIAL WORKER: All rotas regarding household routine have been drawn up; explained these in detail. Margaret and Jock asked to sit down with the children when they return from school and explain their roles in this.

Sheila attempted to explain to them my role as family aide.

BMCC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

13.06.94 HOME VISIT: Margaret very upset over the weekend. It appears Margaret and Jock had arranged to have a night out on Saturday and when they returned home they found Donna, Scott and their friends in the house - all had been drinking. Previous to this the new next door neighbours had complained about Scott playing his drums at 6.30 p.m. (Saturday night). It was difficult to pick up any more information as Margaret was so upset and crying when speaking of Saturday night's events.

The house was messy although the living room has been decorated. The skirting boards have not been painted and as they are dirty the room still looks poor.

The kitchen was in a deplorable condition: piles of dirty dishes from last night lying everywhere and floor covered with washing - clean and dirty all mixed together. Again emphasised to Jock and Margaret that unless the kitchen is cleaned up they won't receive the new worktops from the housing department as the men need to work in a clear, clean kitchen. Jock stating his is fucking fed up with the whole family, and the kids won't do a thing. The writer/

The writer explained to Jock this is the reason for the rotas being made out and if the rotas are not working then it is because Margaret and Jock are not being strong enough with the children, and are not being consistent re withholding money from them. Jock made no comment re this.

Attempted to help them clean up the kitchen, and also hung out to loads of clean washing. Kitchen was tidy when I left.

Next visit - 17th June.

BMcC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

17.06.94

HOME VISIT: KITCHEN IN A WORSE STATE THAN I LEFT IT ON THE 13TH JUNE!! All issues addressed with Margaret and Jock.

The writer and Margaret went upstairs to check on the bedrooms. Strong smell of urine from Barry and John's room and no floor space clear enough to walk on. Bedroom cupboard full to the top with clothes which had green mould on them (due to dampness?). Asked Margaret to put everything that was in this cupboard into black bags as it could not be used in this condition.

Jock stating he is putting Scott's full drum kit down in a cupboard to give him more space in his room.

Margaret asked to open all the windows in the good weather to let some fresh air into the house.

Next visit - 20th June.

BMcC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

20.06.94

HOME VISIT: The entire family in the middle of cooking breakfast as they had all overslept - 11.30 a.m. No work was able to be attempted today. House in a terrible condition. Asked Margaret and Jock to clean up the entire house as soon as they had finished breakfast.

Next visit- 24th June.

BMcC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

Dowell

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The writer explained to Jock this is the reason for the rotas being made out and if the rotas are not working then it is because Margaret and Jock are not being strong enough with the children, and are not being consistent re withholding money from them. Jock made no comment re this.

Attempted to help them clean up the kitchen, and also hung out to loads of clean washing. Kitchen was tidy when I left.

Next visit - 17th June.

BMCC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

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The writer and Margaret went upstairs to check on the bedrooms. Strong smell of urine from Barry and John's room and no floor space clear enough to walk on. Bedroom cupboard full to the top with clothes which had green mould on them (due to dampness?). Asked Margaret to put everything that was in this cupboard into black bags as it could not be used in this condition.

Jock stating he is putting Scott's full drum kit down in a cupboard to give him more space in his room.

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Next visit - 20th June.

BMCC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

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Next visit- 24th June.

BMCC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

DOWELL

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27.05.94

HOME VISIT: Found a very angry Margaret and Jock; Barry has been excluded from school. Jock went on to say he is taking nothing to do with Larbert High - "It is run like a Hitler Regime!!" Addressed the school issues.

Housing Inspector called at this point and got caught up in this discussion. Housing asking if the SWD cannot help out with a tutor or a special teacher for Barry!

Again the house much the same as before except the living room walls have been decorated. No housework has been attempted. The reason given by Margaret for this was that she was unable to think about doing any housework due to the pressure re the school situation.

All children off school as Margaret had slept in. Barry has not been at school all week as Jock kept him off to help him decorate; addressed this again.

I get the strong impression when I visit that no attempt is being made maintain any of the household chores, etc., except for my arrival. On each visit there are numerous items lying all around the house. Margaret and Jock seem totally unaware that it is THEIR responsibility and insist that the chaos within the house is the fault of the children.

Despite numerous discussions no improvement is visibly apparent.

BMcC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

31.05.94

HOME VISIT: to deliver a vacuum cleaner today, and a case of steak from Community Enterprises.

House very untidy (!) and both Jock and Margaret stating they are refusing to attend the school meeting re Barry's exclusion. Jock insists that he will not send Barry back to school. Addressed these issues and emphasised the seriousness of their situation.

No housework or washing appears to have been attempted today. Fire had been cleaned out.

Housing Department are due to visit again.

BMcC/EA.

BARBARA McCORMACK  
FAMILY AIDE.

DOWELL FAMILY

KITCHEN ROTA

Rota for EVERY meal

|                   |                                              |                            |
|-------------------|----------------------------------------------|----------------------------|
| <u>MONDAY:</u>    | Wash dishes<br>Dry dishes<br>Put away dishes | Margaret<br>Jock<br>Donna  |
| <u>TUESDAY:</u>   | Wash dishes<br>Dry dishes<br>Put away dishes | Donna<br>Scott<br>John     |
| <u>WEDNESDAY:</u> | Wash dishes<br>Dry dishes<br>Put away dishes | Jock<br>Scott<br>Barry     |
| <u>THURSDAY:</u>  | Wash dishes<br>Dry dishes<br>Put away dishes | Donna<br>Margaret<br>Scott |
| <u>FRIDAY</u>     | Wash dishes<br>Dry dishes<br>Put away dishes | Scott<br>Donna<br>John     |
| <u>SATURDAY</u>   | Wash dishes<br>Dry dishes<br>Put dishes away | Donna<br>Jock<br>Barry     |
| <u>SUNDAY</u>     | Wash Dishes<br>Dry dishes<br>Put dishes away | Scott<br>John<br>Barry     |



16.05.94 HOME VISIT; Livingroom was clean and tidy and nothing lying around. Kitchen carpet was lifted and all the kitchen was clean - no dishes lying around etc.

Health Visitor was in the house and Margaret was in a distressed state; apparently Margaret had received a call from Falkirk Royal Infirmary this morning to state her last blood test was giving cause for concern and asking her to attend F.R.I. on Wednesday for an Amniocentesis test under a local anaesthetic. Margaret had worked herself into quite a state, but between the health visitor and myself we eventually managed to calm her down.

Margaret agreeable to this test being carried out, and said she will discuss her concerns with Jock.

Next visit - 18th May.

B. McCORMACK  
FAMILY AIDE.

23rd May 1994.  
BMCC/EA.

DOWELL

10.04.94 HOME VISIT: Jock, Margaret and Donna at home. The living room looked a bit better, although the living room unit (which is broken) has not yet been removed.

Jock hoping to clear cupboard under the stairs (which is piled to the ceiling with clothing) today.

Took Margaret to Shoprite at Denny where she shopped appropriately. During the journey to Denny, Margaret voiced concern re Scott as she feels "he is up to something" as she can smell a funny smell from his bedroom which she cannot explain. Margaret and Jock have asked Scott if he is on drugs or solvents, etc., but Scott has denied this.

Posted leaflet to the Dowells re "A parents' guide to the signs and dangers of drugs and solvent abuse". Margaret was advised to be more challenging with Scott.

Next visit - 29th April.

B. McCORMACK  
FAMILY AIDE.

29.04.94 Living room unit has been removed; numerous (!) black bags ready to be uplifted. Margaret and Jock were advised to clear out all the items from the house which they no longer require - including clothing. After this has been done we will hopefully have the space to start on the cleaning of the house, then will begin redecoration. Jock has cleared the cupboard under the stairs.

Apparently Margaret has discovered what Scott is up to: he is apparently sniffing permanent marker pen fluid. Information passed to Sheila Woodburn, Social Worker.

Housing department still having contact three times per week, and on each visit they leave a set of instructions re chores they want carried out.

B. McCORMACK  
FAMILY SIDE.

13.05.94 ARRIVED AT THE SAME TIME AS THE HOUSING INSPECTORS: Jock got angry and stormed out of the house leaving Margaret in tears. Housing Department seeking information re an incident between the Dowell children and their next door neighbours, which happened over the weekend. It seems the children were fighting which lead to the adults exchanging verbal abuse.

Slight improvement again observed within the house.

B. McCORMACK  
FAMILY AIDE.

FAMILY AIDE NOTES

Dowell, 84 Roughlands Drive, Carronshore, Falkirk

22.04.94 HOME VISIT: Arrived to find Margaret in bed ill. It would seem Jock had to send for the G.P. at 3.00 a.m. this morning. Margaret has a chest infection and had another asthma attack. G.P. due to call again later today and if Margaret's condition has not improved, she may be admitted to F.D.R.I.

House in very poor condition. There seems to be no smell; it is mainly untidy with a general lack of routine thus allowing everything to be in a mess (!) and in a very unclean condition.

It appears the Housing Department had called shortly before I arrived this morning and left a rota for all the family. This rota consists of daily chores they expect to be carried out. Jock strongly stating his disapproval of this!!

Later ...

PHONE CALL FROM MARGARET DOWELL to advise me on her illness; it seems her medication is working and she is feeling better.

Next visit arranged for 25th April.

.....

25.04.94 PHONE CALL TO HOUSING DEPARTMENT to introduce myself and to get an up-date on the condition of the house. Housing Department advised that although the house has a long way to go yet, there has been a big improvement and effort made by the family. They are pleased with the progress so far. I will liaise with Housing Department regularly.

HOME VISIT: Called to find Jock, Margaret and Donna in the living room surrounded by clothes. They were attempting to clear out all the units in the living room which are packed to full capacity with clothing. Jock left to do some shopping in Falkirk.

Margaret and myself emptied and sorted out clothing and most were put out for uplift. Fireplace was cleaned as was a table. Very slight improvement today.

It would appear that Margaret has been awarded disability allowance which will be back-dated for six weeks. They are thinking of purchasing a car as there are times when Margaret finds walking difficult due to her asthma.

Up-dated social worker on the above.

I will visit again on 27th April.

Barbara McCormack  
FAMILY AIDE.

29th April 1994.  
BMCC/EA.

14 FEB 1994



**STENHOUSEMUIR SUB-OFFICE**

130 King Street Stenhousemuir Larbert FK5 4HS  
Tel: (0324) 558885

The Administrator  
The Chest, Heart & Stroke Association  
65 North Castle Street  
EDINBURGH  
EH2 3LT

Ask for Ms I. McNab  
Extension 235  
Our ref IMcN/EA.

Your ref

Date 10th February 1994.

Dear Sir/Madam,

Re: Margaret Dowell  
84 Roughlands Drive, Carronshore, Falkirk.

Children: Donna (15); Scott (13); John (9); Barry (6); Carrie Ann (3)

Mr. & Mrs. Dowell and their family live in a four-bedroomed local authority house. They live in a small isolated village, and rely on public transport.

Mrs. Dowell has suffered from chronic asthma since childhood, as do two of the children (John and Carrie Ann). She also suffers from frequent bouts of depression. The family are currently undergoing severe financial difficulties as Mr. Dowell is unemployed. Due to marital breakdown, their telephone was disconnected two months ago, however, the couple are now reconciled and Mrs. Dowell and the children are back living in the family home.

Due to her unstable, asthmatic condition, it is felt that she and the children may be at risk if she suffers an attack and has to rely on the public telephone, but they cannot afford to pay reconnection charges due to their financial position.

I should be grateful if you could consider Mrs. Dowell for a grant in the sum of £50.

If this application is successful, please make the cheque payable to Central Regional Council.

Yours faithfully,

Ms Isabel McNab  
FAMILY AIDE.

## FAMILY AIDE NOTES

Client Name

MARGARET DOWELL

Client File No.

D08973B

Page No. 2

## CONTACT RECORD

| Date     | Type/With Whom                                       | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                 | Worker/Designation             |
|----------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| 24.2.93  | HOME VISIT.                                          | Margaret + Jock worked well cleaning cupboards in kitchen + moving dishes from under sink (leaking pipe!) to another cupboard. All the children at school + Carrie Ann happy + well. Jock hoping to get hackney licence in next few weeks, when he will be able to drive taxis!!                                                  | Isabel McNab                   |
| 25.2.93. | TEL CALL TO B.T.<br><br>TEL. CALL TO CAPE UNICENTRE. | John at BT accounts (DUNDEE OFFICE - 302643) extended last date of payt for telephone reconnection charge from 26/2/94 to 10/3/94.<br><br>Spoke to Alex Graham about original deposit. He thinks total £150 went back into his budget (Cape). He will investigate + get back to us next week. (£80 orig from C.H.S. Association.) | Isabel McNab                   |
| 1.3.93.  | HOME VISIT                                           | Margaret + J baked scones, iced buns + chocolate crispies (new Cooke's delivered yesterday.) Scott excluded for 1wk from school for truancy!! Scott + Jock tidied, cleaned, hoovered + polished sitting room whilst we baked. Margaret + Jock cleared one bedroom of old clothes etc. + tidied!! Visit arranged for 3/3/93.       | Isabel McNab                   |
| 3.3.94.  | HOME VISIT.                                          | Margaret + J cleared clothes in kitchen, cleaned work surfaces + dishes/pots; whilst Scott + Jock cleared + cleaned sitting room. Both rooms in chaos again when I arrived. Clean + tidy in rooms mentioned when I left. Worked hard + presented me with box of chaos and left                                                    | Isabel McNab                   |
| 4.3.94   | F/AIDE                                               | Left to take up another post.                                                                                                                                                                                                                                                                                                     | Shirley Woodburn<br>S. Worker. |

Signature (Senior/Supervisor)

SWL161 - 11/89

# FAMILY AIDE NOTES

Name MARGARET DOWELL

Client File No.

D08713B

Page No. 1

## CONTACT RECORD

| Date               | Type/With Whom                                                     | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                         | Worker/Designation |
|--------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| TUESDAY<br>9.2.94. | HOME VISIT<br>WITH<br>SHEILA<br>WOODBURN S.W.                      | INTRODUCTION TO MARGARET, DONNA,<br>JOHN BARRY + CARRIE-ANN.<br>DOMESTIC DISPUTE BETWEEN JOCK AND<br>MARGARET. JOCK + SCOTT LEFT HOUSE<br>AND IN HOMELESS ACCOMODATION.<br>ARRANGED TO VISIT 15/2/94 RE<br>FAMILY AIDE CONTRACT WITH FAMILY.                                                                                              | J m McHale         |
| 15.2.94.           | HOME VISIT<br>WITH<br>SHEILA<br>WOODBURN S.W.                      | JOCK + MARGARET NOW RECONCILED.<br>DONNA AND BARRY NOT AT SCHOOL.<br>SHEILA STRESSED THE IMPORTANCE OF<br>REGULAR ATTENDANCE.<br>CONTRACT AGREED AND SIGNED<br>AND FURTHER HOME VISIT ARRANGED.<br>CONCERN OVER TELEPHONE RE-CONNECTION<br>CHARGE + RETURN OF DEPOSIT FROM B.T.<br>(1992)                                                 | J m McHale         |
| 16.2.94.           | NUMEROUS<br>TELEPHONE TO<br>B.T. AND<br>S.W. DEPTS.                | TO TRY TO TRACE REFUND OF DEPOSIT<br>FROM B.T. (£150 DEP. PAID 1992. MADE<br>UP OF £80 CHARITY; CH+STROKE AND £70<br>FROM S.W. DEPT.) MESSAGE LEFT AT<br>CAPE UNICENTRE FOR ALEX TO<br>RING ME BACK. JOHN (B.T. ACCOUNTS)<br>DUNDEE OFFICE TO CHECK FILE -<br>RING BACK 18.2.94                                                           | J m McHale         |
| 17.2.94.           | HOME VISIT.                                                        | MADE A START ON KITCHEN. JOCK +<br>MARGARET IN GOOD SPIRITS + WORKED<br>HARD. MARGARET CONFIDED FEARS<br>REGARDING CARRIE-ANN AND NEIGHBORS<br>DAUGHTER BUT AFRAID OF CONSEQUENCES<br>IF REPORTED TO S.W.D. EXPLAINED<br>THAT THIS HAD TO BE REPORTED BACK<br>+ REASSURED THAT HER FEARS UNFOUNDED<br>SEE REPORT FOR C.I.P.U. FOR DETAILS | Isabel McHale      |
| 18.2.94.           | FURTHER TEL.<br>CALLS TO<br>CAPE UNICENTRE<br>AND. B T<br>ACCOUNTS | ALEX GRAHAM (CAPE) NOT AVAILABLE<br>UNTIL TUESDAY 22.2.94 RE £150 DEPOSIT<br>RANG JOHN (B.T. ACCOUNTS) DUNDEE<br>OFFICE. HE HAS AGREED TO EXTEND<br>TIME FOR RECONNECTION TEL. CHARGES TO<br>BE PAID UNTIL 25/2/94. RING 24/2<br>IF FURTHER POSTPONEMENT REQ. (UNTIL £150<br>DEP. LOCATED)                                                | Isabel McHale      |

Signature (Senior/Supervisor)

December '92. (Sandra) No BT transactions. Denny

Cape Unicentre No Knowledge.

Larggath - Drummond House - Julie Williamson  
442000. Liz ESKINE  
(0786 443442)

11.2.94

\*

Mr Lowell telephoned re - £150 deposit paid for original installation of telephone. Phoned BT + he was told this would be paid back to SWD next week.

Phoned BT to check situation. Seemed to be some confusion in their accounts. Computer notes showed that cheque for £150.00 was to be returned to CRC, Cape Unicentre, usual procedure to return deposit after 1yr? On further investigation into account it was noted that cheque was received from CRC 29/1/93; Telephone was connected 3/2/93; and cheque was returned to C.R.C. on 9/2/93 as CRC put stop on it.

Spoke to Pauline Lawrence (accounts BT - 150)

Telephoned Sandra at Denny AC - finance - she has no B.T. transactions on file for Denny & Lowells.

Telephoned Cape Unicentre who advised that SWD input to BT usually involves some kind of disability (in this case chronic asthma) in which case usually handled by Larggath. However they are currently moving to Drummond House + no-one available until Tuesday 15.2.94 when we should contact Julie Williamson.

15.2.94.

Telephoned Julie Williamson (above) who doesn't know anything about this transaction. She advised contact with Liz ESKINE at Larggath. Again she has no knowledge/mem'd of this Money i.e. transferred to Aileen in

REFERENCE :- B.T. DEPOSIT (£150) - MARGARET DOWELL.

Established that arrangements between local office and B.T. for deposit to be paid through Cape Wicentore (reference Alex Graham). This deposit made up of £80 grant from Chest, Heart and Stroke Association and £70 from S.W.D.

After numerous phonecalls to B.T. accounts (contact: John at Dundee office 302643) it emerged that £150 never actually received by B.T. Cheque was received on 29/1/93 telephone connected 3/2/93 but cheque returned to drawer at CRC request on 9/2/93.

Eventually managed to contact Alex Graham (now at Drummond House) who said that this money would have gone back into his budget. He said it would take approx 1 week to investigate + trace this money. Explained that £80 had been charity donation i.e. effectively belongs to family.

Contacted John at B.T. who agreed to postpone date of payment to 10/3/94 until we can hopefully trace original deposit. If further time required, please contact him as he knows circumstances. This payment is for re-connection charges. Quarterly telephone bill is due on 17/3/94.

Contact Alex Graham 7/3/94 if he does not get back to us earlier.



**BT**

Personal Communications  
Telephone House (212a)  
357 Gorgie Road  
Edinburgh  
EH11 2AP

Your Customer No. ES 8126 0637 F005 M1  
Date (and tax point) 15 December 1993

Tel Call us free on 150  
between 8am and 6pm  
Monday to Saturday  
Fax 0800 212100  
Telex 444781

MRS M DOWELL  
84 ROUGHLANDS DRIVE  
CARRONSHORE  
FALKIRK  
STIRLINGSHIRE

## Phone bill *for Larbert (0324) 551375*

*Copy bill*

Your  
bill is £

42.29

### Call charges

£ 32.298 for direct-dialled calls of less than 10 units  
Details are in the Breakdown

£ 9.996 for direct-dialled calls of 10 units and over  
Details are in the Breakdown

plus £

3.64

### Other charges and credits

Details are in the Breakdown

£

45.93

Subtotal excluding VAT

plus £

8.03

VAT at 17.5%

£

53.96

**Total amount now due**



## Getting help and information

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Our Customer Service Advisers will be pleased to help you in any way they can.

### Queries and faults

If you have a query about your bill or our services in general, or would like to report a fault, please contact our offices by phone or post.

#### **If you are a residential customer**

---

|                   |                                                                  |
|-------------------|------------------------------------------------------------------|
| Accounts or sales | please call us free on 150<br>(8 am to 6 pm, Monday to Saturday) |
|-------------------|------------------------------------------------------------------|

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|                 |                                                               |
|-----------------|---------------------------------------------------------------|
| Fault reporting | please call us free on 151<br>(24 hours a day, 7 days a week) |
|-----------------|---------------------------------------------------------------|

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#### **If you are a business customer**

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|                   |                                                                  |
|-------------------|------------------------------------------------------------------|
| Accounts or sales | please call us free on 152<br>(8 am to 6 pm, Monday to Saturday) |
|-------------------|------------------------------------------------------------------|

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|                 |                                                               |
|-----------------|---------------------------------------------------------------|
| Fault reporting | please call us free on 154<br>(24 hours a day, 7 days a week) |
|-----------------|---------------------------------------------------------------|

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#### **If you prefer to write**

Please send your letter to the Customer Service Manager at the address on the front of this bill.

### **If you have a complaint**

If you are in any way unhappy with the service you have received from us, we would like to hear from you immediately, and we guarantee we will do our best to put the matter right as soon as possible.

Please call us free on 150 (residential customers), or 152 (business customers).

### **Your protection**

We are committed to doing our best to resolve any complaints you may have. But if you are unhappy about the way your complaint has been handled by us, you can contact the Scottish Advisory Committee on Telecommunications (SACOT) which is an independent body. However, we hope you will give us the opportunity of solving the problem first before taking this action. SACOT will normally only take up a customer's case where it has not been possible to reach a satisfactory outcome with us directly.

SACOT can be reached through The Secretary, Scottish Advisory Committee on Telecommunications, 43 Jeffrey Street, Edinburgh, EH1 1DN (031-244 5576).

### **Our commitment to our customers**

We aim to provide you with a first-class service, and our 'Code of Practice for Consumers' sets out full details of the service we aim to give you. The Code of Practice is printed in your Phone Book. You can also obtain copies of the Code free.

If you would like copies of the Code, or if you have any other query or problem, please call us free on 150 (residential customers), or 152 (business customers).



Your Customer No. ES 8126 0637 F005  
Date (and tax point) 15 December 1993

*Breakdown of information for Larbert (0324) 551375*

Page 1 of 1

**Call charges**

We measure direct-dialled calls in whole units. The length of time you get for a unit depends on when you are phoning and where you are phoning from and to. The basic rate for a unit is 4.20 pence excluding VAT.

**1 Direct-dialled calls**

**a Direct-dialled calls of less than 10 units (not itemised)**

| <i>For calls between</i>                                | <i>Last<br/>reading</i> | <i>This<br/>reading</i> | <i>Test<br/>units</i> | <i>Units<br/>used</i> | <i>Unit rate<br/>(pence)</i> | <i>Cost (£)</i> |
|---------------------------------------------------------|-------------------------|-------------------------|-----------------------|-----------------------|------------------------------|-----------------|
| 15 Sep-10 Dec                                           | 1829                    | 2598                    |                       | 769                   | 4.20                         | 32.298          |
| <b>Total direct-dialled calls of less than 10 units</b> |                         |                         |                       |                       |                              | <b>£ 32.298</b> |

**b Direct-dialled calls of 10 units and over**

| <i>For calls between</i>                               | <i>Number of calls</i> | <i>Units<br/>used</i> | <i>Cost (£)</i> |
|--------------------------------------------------------|------------------------|-----------------------|-----------------|
| 21 Sep-10 Dec                                          | 16                     | 238                   | 9.996           |
| <b>Total direct-dialled calls of 10 units and over</b> |                        |                       | <b>£ 9.996</b>  |
| <b>Total direct-dialled calls</b>                      |                        |                       | <b>£ 42.294</b> |

**Total call charges**

**£ 42.29**

**Other charges and credits**

**1 Charges**

Reference number KXZ458

| <i>Dates</i>         | <i>Description</i>                   | <i>Quantity</i> | <i>rate (£)</i> | <i>Cost (£)</i> |
|----------------------|--------------------------------------|-----------------|-----------------|-----------------|
| 1 Dec-17 Dec         | Rental of Exchange line +<br>linebox | 1               | 19.54           | 3.64            |
| <b>Total charges</b> |                                      |                 |                 | <b>£ 3.64</b>   |

**Total other charges and credits**

**£ 3.64**

# Explaining your call charges

There are two types of phone call: those you dial yourself – *direct-dialled calls* – and those the operator connects for you – *operator calls*. Direct-dialled calls are cheaper than operator calls.

## How we work out the cost

### Direct-dialled calls

We measure direct-dialled calls in units. The cost of a unit is shown on your bill breakdown. We calculate the cost of calls individually, and measure them in whole units. Each unit buys you a period of time, and the length of time you get for each unit depends on *when* you are phoning, and *where* you are phoning from and to.

#### Local and national calls

● *When*: the time of day decides how much time you are allowed per unit. There are three rates:

| Rate          | When it applies                                  |
|---------------|--------------------------------------------------|
| Cheap rate    | 6 pm to 8 am, Monday to Friday, and all weekend  |
| Standard rate | 8 am to 9 am, and 1 pm to 6 pm, Monday to Friday |
| Peak rate     | 9 am to 1 pm, Monday to Friday                   |

These rates also apply on Bank Holidays, except for Christmas Day, Boxing Day, and New Year's Day, when the cheap rate is extended throughout the day.

● *Where*: the cost of your call also depends on where you are calling to and from. There are six categories:

- within the local area
- up to 56.4 km (35 miles)
- over 56.4 km (35 miles)
- over 56.4 km (35 miles) at reduced rate
- to mobile phones
- to Premium Rate Services – calls to numbers such as 0836, 0839, 0881, 0891 and 0898, not all of which are BT lines. As well as information lines such as travel reports, some of these numbers include 'adult' lines. If you do not want your line to be used to provide these services, we offer a free call barring service.

*For more information on our Premium Rate Call Barring services, please call us free on 150 (residential customers), or 152 (business customers).*

#### International calls

There are 13 different rates or charge bands for international calls and we allocate a charge band to each country. These bands vary depending on distance, popularity, and the charge we have to pay the country you are calling for the use of their telephone network. The higher the band number, the more your call will cost.

#### Operator calls

We charge operator calls by whole minutes, with a minimum charge of three minutes. Calls you make *locally* or *nationally* are charged according to the rate for the time of day. (See the table of rates above.)

Calls you make *internationally* are charged at the same rate at all times of the day.

*You can get more information about call charges from your Phone Book or the booklet 'Your Guide to Telephone Charges'.*

*For copies of this booklet call free on 150 (for residential customers) or 152 (for business customers).*

## Understanding your bill

Your bill breakdown gives short descriptions so that you know what the charge is for. This is what the short descriptions mean:

| <i>This description</i> | <i>Means</i>                                                                                                                                          |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Units:</i>           |                                                                                                                                                       |
| Credit units            | Units used on calls you had difficulty dialling and had help from the operator. The operator will have given you a credit for the unsatisfactory call |
| Test units              | Units used by our engineers to check your call metering system. The units used are not charged to you and are shown as a credit                       |

#### *Operator calls:*

|                     |                                                                                                                                                                            |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advice duration     | Operator told you how much your call cost when you finished the call                                                                                                       |
| Alarm call          | Operator rang you at a time you requested                                                                                                                                  |
| Inmarsat call       | Calls you made to a ship via satellite                                                                                                                                     |
| International call  | Calls you made to a destination outside the UK                                                                                                                             |
| Lower charge        | Calls the operator connected for you when you had difficulty dialling. The charge is about the same as if you had dialled yourself and lower than for other operator calls |
| Personal call       | Operator connected you to a person you named                                                                                                                               |
| Phonetex            | Calls you made by dialling Portishead Radio Station who then texted your message to a ship                                                                                 |
| Reverse charge call | Charges for a call you agreed to pay for made to you by someone at the number listed                                                                                       |
| Ship call           | Operator connected you from a ship to a number on shore                                                                                                                    |
| Special services    | Charges for BT's loan to you of a telephonist for training purposes                                                                                                        |
| Telemessage         | Charges for a message taken by the operator and delivered as a letter in the post next day                                                                                 |

#### *Network Service calls:*

|                   |                                                                                                       |
|-------------------|-------------------------------------------------------------------------------------------------------|
| Call diversion    | Calls you automatically diverted to another number                                                    |
| Charge advice     | Calls you arranged to be made automatically at the end of your call to announce the cost of your call |
| Reminder call     | Calls you arranged to make your phone ring you at a specific time                                     |
| Three-way calling | Calls in which you spoke to two people, on different numbers, at the same time                        |

#### *Premium Rate Services calls:*

|                                                          |                                                                                                                                                                                                        |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Calls to numbers such as 0836, 0839, 0881, 0891 and 0898 | Calls you made to an information or entertainment service, not all of which are BT lines. These are charged at a higher rate, and also include an amount paid to the companies who provide the service |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Personal Communications  
Telephone House (212a)  
357 Gorgie Road  
Edinburgh  
EH11 2AP

Your Customer No. ES 8139 9734 1001 DZ  
Date (and tax point) 12 January 1994

Tel Call us free on 150  
between 8am and 6pm  
Monday to Saturday  
Fax 0800 212100  
Telex 444781

MRS M DOWELL  
84 ROUGHLANDS DRIVE  
CARRONSHORE  
FALKIRK  
FK2 8DE

*Introducing another clear improvement*  
The enclosed leaflet contains important  
information about your Conditions  
for Telephone Service and news of  
another service improvement from BT.

## Phone bill for Larbert (0324) 551375

### First bill

Your  
bill is

£ 41.79

### Other charges and credits

Details are in the Breakdown

£ 41.79

Subtotal excluding VAT

plus

£ 7.31

VAT at 17.5%

£ 49.10

**Total amount now due**

British Telecommunications plc VAT Reg. No. 245 7193 48



Payment  
slip

Bank Giro Credit

**Total amount due** £ **49.10**

Your Customer No. ES 8139 9734 1001 DZ

### Dear Customer

- Please fill in parts 1, 2, 3 and 4.
- Details of how to pay are shown overleaf.
- Please do not send cash by post.

1 Signature \_\_\_\_\_

2 Date \_\_\_\_\_

3 Cash £ . p

or cheques £ . p

4 Total £ . p

### Bank details

**44-76-97**

midland bank plc  
Head Office Collection Acct.

Cashier's stamp and initials

No. cheques For

Please do not fold, pin or staple this slip or write below this line.

03 ES 81399734 1001 DZ

49.10

<3ES813997341001< 447697+< 73 X

## Getting help and information

Our Customer Service Advisers will be pleased to help you in any way they can.

### Billing for Charges

Any charges not to hand when this bill was produced will be included on a subsequent bill.

### Enquiries and faults

If you have a query about your bill or our services in general, or would like to report a fault, please contact our offices by phone or post.

#### If you are a residential customer

|                   |                                                                |
|-------------------|----------------------------------------------------------------|
| Accounts or sales | please call us free on 150<br>(8am to 6pm, Monday to Saturday) |
| Fault reporting   | please call us free on 151<br>(24 hours a day, 7 days a week)  |

#### If you are a business customer

|                   |                                                                |
|-------------------|----------------------------------------------------------------|
| Accounts or sales | please call us free on 152<br>(8am to 6pm, Monday to Saturday) |
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## Easier ways to pay

### Budget Account

You can spread the cost of your telephone service over the year by paying monthly amounts by direct debit (subject to status).

### Quarterly Direct Debit

You can take the worry out of paying your bills by arranging for the full amount of your quarterly bills to be paid directly from your bank or building society account (subject to status).

*If you would like to find out more about paying by budget account or quarterly direct debit, please ring the phone number on the front of this bill.*

British Telecommunications plc Registered Office: 81 Newgate Street LONDON EC1A 7AJ Registered in England number 1800000

## Paying your bill

● *by post:* Please send the payment slip, together with your cheque, made payable to British Telecommunications plc, in the envelope provided. Or you can send it to:  
*BT Telephone Payment Centre, Durham, DH98 1BT.*  
Please do not send cash through the post

● *at a BT shop:* Please take your bill, payment slip and payment to any BT shop. Cheques should be made payable to British Telecommunications plc.

● *at a bank:* Please complete the payment slip and take it, with your payment, to your bank. Cheques should be made payable to British Telecommunications plc.

● *at a Post Office:* Please take your bill, payment slip and payment to any Post Office. Cheques should be made payable to Post Office Counters Ltd.

### If you pay by cheque

Please cross your cheque 'A/C payee only' and write your customer number on the back. You can find your customer number on the front of your bill.

**FOR PAYMENT BY BUDGET ACCOUNT OR QUARTERLY DIRECT DEBIT, PLEASE REFER TO THE INFORMATION GIVEN ABOVE, UNDER THE HEADING 'EASIER WAYS TO PAY'.**

*Breakdown of information for Larbert (0324) 551375*

Page 1 of 1

**Other charges and credits**

**1 Charges**

Reference number KZW642

| <i>Dates</i>         | <i>Description</i>                             | <i>Quantity</i> | <i>rate (£)</i> | <i>Cost (£)</i> |
|----------------------|------------------------------------------------|-----------------|-----------------|-----------------|
| 11 Jan               | Takeover charge for<br>Exchange line + linebox |                 |                 | 31.30           |
| 11 Jan-28 Feb        | Rental of Exchange line +<br>linebox           | 1               | 19.54           | 10.49           |
| <b>Total charges</b> |                                                |                 |                 | <b>£ 41.79</b>  |

**Total other charges and credits**

**£ 41.79**

# Explaining your call charges

There are two types of phone call: those you dial yourself – *direct – dialled calls* – and those the operator connects for you – *operator calls*. Direct – dialled calls are cheaper than operator calls.

## How we work out the cost

### Direct – dialled calls

We measure direct – dialled calls in units. The cost of a unit is shown on your bill breakdown. We calculate the cost of calls individually, and measure them in whole units. Each unit buys you a period of time, and the length of time you get for each unit depends on *when* you are phoning, and *where* you are phoning from and to.

### Local and national calls

● *When*: the time of day decides how much time you are allowed per unit. There are three rates:

| Rate          | When it applies                               |
|---------------|-----------------------------------------------|
| Cheap rate    | 6pm to 8am, Monday to Friday, and all weekend |
| Standard rate | 8am to 9am, and 1pm to 6pm, Monday to Friday  |
| Peak rate     | 9am to 1pm, Monday to Friday                  |

These rates also apply on Bank Holidays, except for Christmas Day, Boxing Day, and New Year's Day, when the cheap rate is extended throughout the day.

- *Where*: the cost of your call also depends on where you are calling to and from. There are six categories:
- within the local area
- up to 56.4 km (35 miles)
- over 56.4 km (35 miles)
- over 56.4 km (35 miles) at reduced rate
- to mobile phones
- to Premium Rate Services – calls to numbers such as 08364, 0839, 0881, 0891 and 0898, not all of which are BT lines, are charged at a higher rate. These are information lines and a proportion of the call charge is passed on to the information provider. As well as information lines such as travel reports, some of these numbers include 'adult' lines. If you do not want your line to be used to provide these services, we offer a free call barring service.

*For more information on our Premium Rate Call Barring services, please call us free on 150 (residential customers), or 152 (business customers).*

### International calls

There are 13 different rates or charge bands for international calls and we allocate a charge band to each country. These bands vary depending on distance, popularity, and the charge we have to pay the country you are calling for the use of their telephone network.

### Operator calls

We charge operator calls by whole minutes, with a minimum charge of three minutes. Calls you make *locally* or *nationally* are charged according to the rate for the time of day. (See the table of rates above.)

Calls you make *internationally* are charged at the same rate at all times of the day.

*You can get more information about call charges from your Phone Book or the booklet 'Your Account Explained'.*

*Copies of this booklet can be obtained from your local BT shop, or call free on 150 (for residential customers) or 152 (for business customers).*

## Understanding your bill

Your bill breakdown gives short descriptions so that you know what the charge is for. This is what the short descriptions mean:

| <i>This description</i>       | <i>Means</i>                                                                                                                                                               |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Units:</i>                 |                                                                                                                                                                            |
| Credit units                  | Units used on calls you had difficulty dialling and had help from the operator. The operator will have given you a credit for the unsatisfactory call                      |
| Test units                    | Units used by our engineers to check your call metering system. The units used are not charged to you and are shown as a credit                                            |
| <i>Operator calls:</i>        |                                                                                                                                                                            |
| Advice duration               | Operator told you how much your call cost when you finished the call                                                                                                       |
| Alarm call                    | Operator rang you at a time you requested                                                                                                                                  |
| Inmarsat call                 | Calls you made to a ship via satellite                                                                                                                                     |
| International call            | Calls you made to a destination outside the UK                                                                                                                             |
| Lower charge                  | Calls the operator connected for you when you had difficulty dialling. The charge is about the same as if you had dialled yourself and lower than for other operator calls |
| BT Chargecard                 | Direct dialled and operator calls are charged back to your BT Chargecard account                                                                                           |
| Phonetex                      | Calls you made by dialling Portishead Radio Station who then telexed your message to a ship                                                                                |
| Reverse charge call           | Charges for a call you agreed to pay for made to you by someone at the number listed                                                                                       |
| Ship call                     | Operator connected you from a ship to a number on shore                                                                                                                    |
| Special services              | Charges for BT's loan to you of a telephonist for training purposes                                                                                                        |
| Telemessage                   | Charges for a message taken by the operator and delivered as a letter in the post next day                                                                                 |
| <i>Network Service calls:</i> |                                                                                                                                                                            |
| Call diversion                | Calls you automatically diverted to another number                                                                                                                         |
| Charge advice                 | Calls you arranged to be made automatically at the end of your call to announce the cost of your call                                                                      |
| Reminder call                 | Calls you arranged to make your phone ring you at a specific time                                                                                                          |
| Three-way calling             | Calls in which you spoke to two people, on different numbers, at the same time                                                                                             |



CENTRAL REGIONAL COUNCIL - SOCIAL WORK DEPARTMENT

**Dowell family: - Summary May/June 1992.**

Focus of work/areas of concern.

Housework:

House is not clean; untidy and disorganised. Clothes cover the living-room floor being both clean and unwashed; scraps of food lie amongst the clothes and also used nappies. There is always a presence of house flies; used nappies, stubs of cigarettes and stale food are deposited into the open grate (fireplace) and often remain there for 3/4 days. The kitchen floor is covered in clothes (unwashed), the cooker is dirty often a pot of cooking fat sits on it which appears to be past using, unwrapped vegetables lie amongst the laundry and there is always dirty cups and dishes around.

It is proving difficult to engage this family in carrying out household chores. Scott and occasionally Donna will show enthusiasm but Margaret and Jack remain unmotivated.

Margaret's state of Health:

Margaret has allowed herself to run out of medication although writer reminds her.

She is often tired and listless. Her conversation revolves around negative life-experiences and she can be incoherent, unable to sustain the thread of a conversation. She appears not to listen when writer offers practical advice.

Every time writer has visited, Margaret has been 'wheezy' and using the inhaler. Sometimes she has difficulty in breathing. Jack continues to smoke cigarettes constantly despite Margaret's condition. Writer has pointed out 'cause and effect' to Jack.

Relationships:

At times Margaret is so wrapped up in herself or unwell, that the children are in effect shut out. Writer prompts Margaret to respond to them ensuring that she gives them clear instructions.

Margaret and Jack's relationship is poor. She often expresses frustration/disappointment. However she continues to disregard advice given to her by writer. e.g. Marriage Guidance contact. When writer suggests positive measures Margaret immediately says that 'all is well' this is just one bad day'!!!

Writer has to remind Margaret and Jack that certain topics should not be discussed within earshot of the children i.e. intimate sexual details or violence within the marriage.

Conclusion:

Addressing the above issues with Margaret is proving to be difficult. She presents as having a fatalistic attitude, dwelling constantly on negative aspects of her life.

Cont.../

Cont..../

It will take a lot of time and effort from writer to build Margaret's self esteem and confidence. At present she has no motivation to effect change.

The children appear to be well fed and generally coping. However the school holiday period is proving problematic as neither parent is offering stimulation or involvement. There is a busy road at the front of the house and local burn, both areas of concern for writer.

Mrs Judy Weir  
Family Aide  
JW/LB  
23.7.92

COP/.

M/cvd 24/4/92  
gw.

REFERRAL FORM FOR FAMILY AIDE

1. Name: MARGARET DOWELL (35)

2. Address: 84, ROUGH LANDS DRIVE  
CARROUSMORE

| 3. Family Members: | Name                        | D.o.B.           |
|--------------------|-----------------------------|------------------|
|                    | JOCK DOWELL                 | HUSBAND 42 YRS   |
|                    | DONNA DOWELL                | DAUGHTER 13 YRS  |
|                    | <del>PAUL</del> SCOT DOWELL | SON 12 YRS       |
|                    | JOHN DOWELL                 | 4 7 YRS          |
|                    | BARRY DOWELL                | 4 4 YRS          |
|                    | CARRIE-ANN DOWELL           | DAUGHTER 18 MTHS |

4. Social Worker: ELKE CRADDEN

5. Date decision taken to refer to Family Aide: JANUARY 1992

By Whom: SHARON GRAHAM (PREVIOUS SOCIAL  
WORKER)

6. Date Service Required: IMMEDIATELY

7. Preferred Days and Time service required: NO SPECIFIC DAYS,  
IDEALLY 2 AFTERNOONS'  
Is this flexible: Yes/~~No~~ PER WEEK

8. Anticipated Role of Family Aide:

- ESTABLISH HOUSEHOLD ROUTINE
- EMOTIONAL SUPPORT / "LISTENING EAR" FOR MARGARET DOWELL
- PRACTICAL HELP / SUPPORT IN MANAGING CHILDREN

Client Name

John & Margaret DOWELL

Client File No.

D08973 a/b

**INITIAL ACCESS SUMMARY (CURRENT CLIENTS)**  
(To be completed by 1/4/89)

Date of Referral 15.2.89

Date of Allocation 17.2.89

1. (a) Reason(s) for Referral

Mrs. Dowell stating she is not coping.

(b) Statute(s)(if applicable)

Section 12

2. Source(s) of Referral (if appropriate)

Margaret Dowell.

3. Worker's Evaluation of Problem(s)/Service(s) Required

Stating her husband is being harassed by police. Not managing fine  
Not coping with recent death.

4. Brief Description of Problem Solving Methods/Services Delivered  
Pattern of Contact

Support for Mrs. Dowell  
Channelling Mr. Dowell's complaint about police in an appropriate

5. Brief Description of Future Actions and Objectives

Further support for Mrs. Dowell - possibility of holiday

6. Date of First Review

July '89

Signed

Worker/Designation

SOCIAL WORKER

Date

1.4.89

Notes: (i) Add additional information on review  
(ii) See also notes of guidance on review

Additional Information

ncially.

iate way.

Existing clients will need to have a new (accessible) file created by 1/4/89, the designated date.

This form is for use only in respect of current clients at the designated date, and will be located in the summary section of the client's new file.

for family.

tion recorded before the designated date is not accessible.

enuine access after the designated date, it will be record the status of the case at 1/4/89, or as near sible, so that clients may read and understand lvement with them.

, care needs to be exercised not to disclose third parties (e.g. source of referral) given.

identify the nature of the case, the very strategies being employed, the next ctives of intervention.

verse if necessary.  
verse.

intended to provide a detailed history of the rds can be held in the original file for reference ocated in the client's new file in the open or d sections as appropriate.

## CONTACT RECORD

| Date    | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Worker/Designation |
|---------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1.9.92  |                | Budgeting - discussed family's budget with Margaret and Jock (see attached sheet).                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                    |
| 4.9.92  |                | Writer on annual leave. SWA - Helene Tuer took Margaret to Shoprite.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                    |
| 8.9.92  |                | Writer on AL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |
| 11.9.92 |                | Shoprite - Donna absent from school today. Margaret kept her at home to care for Carrie. Apparently Margaret has stomach bug but writer saw no evidence of this.                                                                                                                                                                                                                                                                                                                                                                              |                    |
| 15.9.92 |                | Writer cleared fridge. Margaret assisted. Writer pointed out to Margaret the dangers of an unclean fridge as follows :-<br>1 - medicine with no lid and no longer being used<br>2 - uncovered meat<br>3 - sour milk spilled over other food<br>4 - mould forming on walls and shelves.<br><br>Explained to Margaret the connection between the family's constance sickness/dihorrea and the unhygienic state of the fridge. Writer also changed Carrie's nappy as she was uncomfortable wearing a dirty nappy and Margaret was ignoring this. |                    |
| 17.9.92 |                | Writer and Margaret washed a load of dishes. Writer cleaned Carrie's large toy box. Pointed out to Margaret that the cooker and kitchen venetian blind both needed cleaned. Discussed better organisation of kitchen cupboards.                                                                                                                                                                                                                                                                                                               |                    |
| 22.9.92 |                | Housework undertaken. Margaret complaining about lack of co-operation from the children. Writer suggested ways in which this situation could be rectified.                                                                                                                                                                                                                                                                                                                                                                                    |                    |
| 25.9.92 |                | Margaret did not appear to listen and seemed unable to sustain the thread of the conversation. Margaret also consumed by the situation with her neighbour ie complaints about Dowell children. Writer delivered fencing to Margaret which should alleviate the problem.                                                                                                                                                                                                                                                                       |                    |
| 29.9.92 |                | Margaret cancelled visit to Shoprite. Writer did housework and Margaret washed and changed Carrie.<br><br>Emphasis on housework. Again involving the children. Scott not keen on co-operating and needing some persuasion.                                                                                                                                                                                                                                                                                                                    |                    |
| 2.10.92 |                | Financial statement compiled with Jock and Margaret. Budgeting advice given.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |
| 5.10.92 |                | Writer took Margaret and Carrie to Walkirk Royal Infirmary. Margaret's routine check up at Asthma Clinic. Writer minded Carrie throughout this appointment.                                                                                                                                                                                                                                                                                                                                                                                   |                    |
| 6.10.92 |                | Writer, Donna, John and Barry to Mariner Centre. Scott did not accompany the others as he had not tidied his bedroom. The children had each been given tasks to do in order to go to the Mariner.                                                                                                                                                                                                                                                                                                                                             |                    |

Signature (Senior/Supervisor)

- FA

7.1.93

- 11/89

## CONTACT RECORD

| Date     | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                                                                                                                                                             | Worker/Designation      |
|----------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 9.10.92  |                | Visit cancelled as writer had visited Margaret on 5.10.92.                                                                                                                                                                                                                                                                                                                                                                                                                    |                         |
| 13.10.92 |                | Again emphasis on housework and children's need to participate. Writer engaged the children in various tasks. Writer again cleaned the fridge, cooker and removed scraps of food and used nappies from the living room floor.                                                                                                                                                                                                                                                 |                         |
| 16.10.92 |                | Jock at home today. Writer had lengthy discussion with both parents regarding the management of Scott and Donna's behaviour. Suggested reasonable sanctions and advised on the need for consistency. Stressed the importance of regular school attendance. Writer concerned by lack of stimulation offered to the children and unrealistic expectations from the parents.                                                                                                     |                         |
| 20.10.92 |                | Writer assisted Jock in composing a letter to Central Regional Council - Community Charges Section. Again advised Jock to pay a small amount towards outstanding debt.                                                                                                                                                                                                                                                                                                        |                         |
| 23.10.92 |                | Margaret cancelled visit to Shoprite. Writer did extensive housework again. Margaret did a small amount which achieved very little. Writer washed and changed Carrie. Noted that clothes which had been ironed by home help were now scattered across the couch/floor and required to be washed again. Advised Margaret to insist that the children take the fresh clothes to their rooms to put in drawers etc.                                                              |                         |
| 26.10.92 |                | Elke Cradden/SW, Self and Margaret - meeting at the house (see SW's notes). House very tidy as home help busy throughout our visit.                                                                                                                                                                                                                                                                                                                                           |                         |
| 27.10.92 |                | House again in chaos, living room, hallway and kitchen very untidy. No sign of previous day's work undertaken by home help. Margaret did not attempt to maintain the state of tidiness and said that she had been out to her sister's house most of the day. Writer again suggested that she establish a house hold routine allowing time for herself but also achieving an appropriate level of housework.                                                                   | J Weir FA<br>LB - 5.1.9 |
|          |                | Scott : writer encouraged two punishment exercises from school. This proved difficult as the house was full of visiting adults whose children were allowed to run freely into Scott's bedroom.<br><br>John : John has taken time to compile a folder of his drawings. His young cousin was allowed to take this folder today and scribbled over John's drawings. When John protested his Auntie Marie retored by telling him he was selfish and greedy and needed punishment. |                         |

Signature (Senior/Supervisor)

## CONTACT RECORD

| Date     | Type/With Whom | Content/Summary/Assessment/Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Worker/<br>Designation     |
|----------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
|          |                | <p>Margaret did not intervene and writer asked Marie to be reasonable as this folder represented a lot of effort. John appeared to be very despondant and began to cry. Writer has noted that the children's precious possessions are not guarded and are open to abuse by all children visiting the house.</p> <p>Carrie : Writer was concerned for Carrie's safety today. Lots of children in the house playing around the stairs. Given the chaotic mess and numbers of children, writer constantly looked out for Carrie in case of her taking a tumble down the stairs.</p> |                            |
| 30.10.92 | 9.15 am        | <p>GP at Margaret's house re disability living allowance. Margaret fairly calm and composed.</p> <p>Scott : not at school today. Has not attended school for three days as he is "helping his father to move a garage". Writer again stressed the need for Scott to attend school regularly.</p>                                                                                                                                                                                                                                                                                 |                            |
|          |                | Housework - the house chaotic and untidy. Writer engaged Scott in dishwashing and general tidying of the kitchen. Margaret felt unable to undertake any housework following the GP's visit.                                                                                                                                                                                                                                                                                                                                                                                      | J Weir - FA<br>LB - 5.1.93 |
|          |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                            |
|          |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                            |

\_\_\_\_\_  
Signature (Senior/Supervisor)



Client Name

Client File No.

Page No.

**CONTACT RECORD**

| Date | Type/With Whom | Content/Summary/Assessment/Action | Worker/<br>Designation |
|------|----------------|-----------------------------------|------------------------|
|      |                |                                   |                        |
|      |                |                                   |                        |
|      |                |                                   |                        |
|      |                |                                   |                        |
|      |                |                                   |                        |

\_\_\_\_\_  
Signature (Senior/Supervisor)