

Response to consultation paper on Area Support Teams.

We welcome the setting up of a National Panel particularly as a means to giving a more prominent voice to all panel members and to promoting the work of the Hearing system.

The consultation process has been in our view comprehensive and the chance to attend a face-to-face meeting was particularly beneficial.

We appreciate the need to retain a balance between National consistency / accountability and flexible, localised delivery. As such, the criteria selected to determine the number and location of Area Support Teams, (geography, size of Panel, etc.) are appropriate.

We are pleased to note that whilst some rationalisation has taken place across the country, for the reasons above Dumfries and Galloway has been identified as requiring it's own AST. We believe that being co-terminous with other services has assisted good partnership working and we would like to build on that. (This is recognised in the comment in section 21.3.)

We support the notion of developing local Service Level Agreements to retain the services of Clerks as this is a vital role. (1.16)

We welcome the clarity to be offered regarding complaints, especially in light of comments that there may be a conflict in role between this aspect and the pastoral role of an AST member, (3.1.9).

We support the membership proposals for Dumfries and Galloway, (outlined in 21.6).

Andrew M. Pattie,
(On behalf of the Education Service.)
7 / 9 / 11

