

Reference Number: FOI-101004332716

Response provided under: Freedom of Information Act 2000

Request and Response:

- 1. Please can you tell me the amount of money you spent on the Independent NHS Complaints Advocacy service for the following financial years, the organisation you commissioned to deliver this statutory service and the number of new cases taken on each year:**

Financial Year	Amount spent £	Number of new cases	Organisation commissioned
2013/14	138,432	215	seAp (Support Empower Advocate Promote)
2014/15	135,170	204	seAp (Support Empower Advocate Promote)
2015/16	135,170	127	seAp (Support Empower Advocate Promote)
2016/17	84,120	153	seAp (Support Empower Advocate Promote)
2017/18	68,349	147	seAp (Support Empower Advocate Promote)
2018/19	39,348	102	seAp (Support Empower Advocate Promote)

2. In addition to complaints advocacy for NHS services, does your local authority directly provide or commission complaints advocacy services for those looking to make complaints or raise concerns about local social care services?

Financial Year	Does your local authority provide advocacy for social care complaints - indicate one of the options below: <ul style="list-style-type: none"> · Yes, as an independent contract in the same way as NHS complaints advocacy. · Yes, as an independent contract but case are limited to those eligible for advocacy support under the Care Act. · Yes, but as part of the broader advocacy provision offered by the council. · No 	Amount spent £	Number of new cases	Name of organisation commissioned
2013/14				
2014/15				
2015/16				
2016/17				
2017/18				
2018/19				

No, we do not provide advocacy provision that will assist a person to make a complaint against Adult Social Care, but we do have advocacy support for a person or their carer to assist them to make a decision relating to their assessment of need. Where a complaint relates to that – there may be consideration required for a referral for an advocate.

3. Does your local authority set out a clause in any contracts for complaints advocacy providers in health and social care to share information and insight with relevant local partners such as local Health and Wellbeing Boards, Quality Surveillance Groups or Healthwatch?

No, not a specific clause; however within the Independent Advocacy framework specification there is a requirement for the contracted advocacy service provider to "provide Commissioners with data, information and expert knowledge to inform sustainable advocacy provision in the future".

In addition the specification for Lot 1 framework Independent Health Complaints Advocacy provider "will need to work closely with the Healthwatch Cornwall and Healthwatch Isles of Scilly, providing locally agreed monthly findings and information that will raise the quality of health provision"

Information provided by: Adult Social Care

Date of response: 14th March 2019