

McMahon, Lucy

From: FOI Responses
Sent: 18 November 2024 13:42
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

Thank you for your Freedom of Information request dated 21 October 2024, for information about independent NHS complaints advocacy services.

Please find below City of Doncaster Council’s responses to the questions you have raised.

Request:

I would like to request the following information.

1. The value of the contract your local authority awarded for independent NHS complaints advocacy services in the following financial years:
 - a. 2019/20 (1 April 2019 to 31 March 2020)
 - b. 2020/21 (1 April 2020 to 31 March 2021)
 - c. 2021/22 (1 April 2021 to 31 March 2022)
 - d. 2022/23 (1 April 2022 to 31 March 2023)
 - e. 2023/24 (1 April 2023 to 31 March 2024)

Response:

City of Doncaster Council do not hold this information. We do commission an independent advocacy service, however, this is not for “independent NHS complaints advocacy”.

Request:

2. Does your local authority currently provide or commission a dedicated complaints advocacy service to support people to make complaints about adult social care?

Response:

No. The advocacy service is provided for all aspects of social care where an advocate is required. This is not exclusive to making complaints.

Request:

3. If so, how much funding was allocated to this service in the following financial years:
 - a. 2019/20 (1 April 2019 to 31 March 2020)
 - b. 2020/21 (1 April 2020 to 31 March 2021)
 - c. 2021/22 (1 April 2021 to 31 March 2022)
 - d. 2022/23 (1 April 2022 to 31 March 2023)
 - e. 2023/24 (1 April 2023 to 31 March 2024)

Response:

Please see the below table.

	19/20	20/21	21/22	22/23	23/24
Total spend	£269,454.66	£243,154.05	£207,533.97	£205,663.59	£212,832.99
	19/20	20/21	21/22	22/23	23/24

Breakdown of Advocacy relating to Adult Social Care Complaints	£27,309.66	£15,500.34	£12,005.91	£8,548.05	£10,116.75
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I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £49.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon

Freedom of Information Officer
Corporate Resources
City of Doncaster Council

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