I am writing on behalf of David Davies to respond to your information request:

1. Under the reforms brought in by the Health and Social Act 2012, all upper tier local authorities were given responsibility for commissioning an Independent Complaints Advocacy Service for local NHS services. Please can you tell us how much money you spent / allocated for this service for the following financial years – 2013/14 and 2014/15?

RBWM has spent £18,885 each year for 2013/14 and 2014/15 as a part of a South East region consortium arrangement

2. Can you tell me how many individuals have been supported in making their NHS complaint by the Independent Complaints Advocacy Service in your area for the following financial years – 2013/14 and 2014/15 (to date if available)?

2013/14 – 43 individuals

April – Jun 2014 – 8 individuals

3. 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?

Yes – RBWM grant funds or supports a range of advocacy providers (but not all of the organisations in the directory). Please see below link

http://www.healthwatchwam.co.uk/advocacydirectory.html

Originations that have received grant funding –

- Berkshire Carers Association
- Family Friends
- East Berkshire Women’s Aid
- Thames Valley Positive Support
- Mencap Maidenhead
- United Voices
- Alzheimers Society
- Age Concern Slough and Berkshire East
- Berkshire Autistic Society
- Citizen’s Advice Bureau
4. If you do provide or commission complaints advocacy services for social care users, how much money have you spent on / allocated for the service for each of the following financial years – 2013/14 and 2014/15?

It is not possible to separate as the total amount of grant funding received is for a combination of projects in the grant funding processes.

5. If you do provide or commission complaints advocacy services for social care users, how many individuals have been supported for each of the following financial years – 2013/14 and 2014/15 (to date if available)?

Information not held

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF
1) How would you rate our performance in relation to processing your request: Excellent Good Fair Poor

If you have answered Fair or Poor please suggest how we can improve:


2) Did you receive the response to your request within the advised timescale? Yes/No
3) Did the response meet your needs? Yes/No
   If No, why was that?


4) Prior to submitting your request did you search RBWM's website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:


   If No, why was that?
5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.