

**Correspondence from the Clerk to the Local Government and Regeneration
Committee – follow up information request from 10 June 2015 evidence
session**

Dear All

First of all thank you for your input on 10 June, as you will have gathered the Committee found the session both interesting and helpful. I apologise for the delay in following up with the promised requests for further information, this now follows.

The Committee having discussed the session have asked for further detail, clarification and information. At times further information was offered and for ease that is covered below along with a number of other points of clarity which flow from the evidence session. The Committee have requested follow up sessions to ascertain progress and the first will take place on Wednesday 23 September. Representatives from the Scottish Government, Social Work and the National Health Service are each invited to attend to give further evidence at 10am before the Committee. A representative of the Scottish Public Services Ombudsman is also invited to attend although in their case attendance is discretionary and the Committee would be satisfied with a written update on progress from their perspective. In relation to the Care Inspectorate written information, if relevant, will for this meeting suffice.

The Committee recognise that Ayrshire are blazing the trail and a number of the questions that follow are aimed at understanding how the work they have and are undertaking will assist others who follow.

On 10 June the following items were offered to the Committee and I would now welcome your submission:

1. The steps required to put in place the complaints procedure as described in the question from Alex Rowley at column 24.
2. Details of the process that will follow the receipt of a complaint.
3. Confirmation of the type of legislation required to implement the SPSO role in the complaints procedure (column 30 and other places). See also Q5.

Other information which would be useful to the Committee:

4. Copies of the leaflets referred to by Iona Colvin at columns 8 and 20. Together with detail of when the leaflet is provided and other steps taken to publicise the rights. For example if the leaflet is given to people when a service is being provided or to be provided how will those who wish to complain about failure to provide any service receive the information?

Overall the report suggests continuing confusion or uncertainty in relation to a number of matters. The following questions endeavour to capture these, again to assist references to the OR are given.

5. Given the recommendation of the working group, what is the timing of the progression from the NHS system to the SPSO model system? Suggested as 12-18 months (col5), coming months (col 6) and end next calendar year (col12 and 13). Can you explain why this will take so long, if indeed it can be achieved through secondary legislation?

6. In the meantime when will the detailed guidance be issued and to what extent will it be mandatory on partnerships. How will compliance be achieved with the guidance? Will that guidance also provide the clarity for the partnerships as requested in column 23?

7. When will committee stage reviews be abolished? (col 5)

8. Confirmation that all partnerships are not being encouraged to develop their own solutions (see cols 12 and 13) and the extent to which guidance will rationalise the required approach?

9. Overall the committee heard about work on front end complaints, confused systems and the need to make this a first priority in Ayrshire (col 9, 10 & 22). How will these matters be addressed prior to future partnerships commencing operations?

10. Can you indicate what consideration has been given to ensuring the capability of partnerships to learn from complaints and the experiences of others across the country? To what extent will benchmarking be encouraged and facilitated?

11. An update on progress integrating out of hours services? (col 28).

It would be helpful to have a response on each of the above points no later than Friday 21 August. Confirmation of who will represent the invited bodies on 23 September should also be provided by that date.

I would be happy to discuss any aspect of the above if that would be helpful.

Regards

David Cullum
Clerk
Local Government and Regeneration Committee
Scottish Parliament