

Freedom of Information Act Request

Request for Information under the Freedom of Information Act 2000

The following questions concern the trust's complaints handling responsibilities governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations) and expectations to provide Patient Advocacy and Liaison Services (PALS) under the terms of the Health and Social Care Act (2001).

I would like to request the following information.

1. What budget (in £) did the trust allocate to Patient Advice and Liaison Services (PALS) in the following financial years (If no separate PALS budget exists, please provide an estimate based on approximate funds spent on PALS related activity)?:
 - a. 2019/20 (1 April 2019 to 31 March 2020) **£304,070**
 - b. 2020/21 (1 April 2020 to 31 March 2021) **£270,823**
 - c. 2021/22 (1 April 2021 to 31 March 2022) **£211,437**
 - d. 2022/23 (1 April 2022 to 31 March 2023) **£264,757**
 - e. 2023/24 (1 April 2023 to 31 March 2024) **£262,952**

2. How many FTE staff were employed as part of your PALS service in the following months (If staff members work across PALS and other duties, please provide an estimate based on approximate staff time spent on PALS-related activity)?:
 - a. 1 March 2019 (or nearest possible date, please state) Information is not available within our systems
 - b. 1 March 2020 (or nearest possible date, please state) Information is not available within our systems
 - c. 1 March 2021 (or nearest possible date, please state) Information is not available within our systems
 - d. 1 March 2022 (or nearest possible date, please state) Information is not available within our systems
 - e. 1 March 2023 (or nearest possible date, please state) 2.6 WTE
 - f. 1 March 2024 (or nearest possible date, please state) 2.6 WTE

3. How many FTE staff were employed to work on complaints handling in the following months (If staff members work across complaints handling and other duties, please provide an estimate based on approximate staff time spent on complaints related activity)?
 - a. 1 March 2019 (or nearest possible date, please state) Information is not available within our systems
 - b. 1 March 2020 (or nearest possible date, please state) Information is not available within our systems
 - c. 1 March 2021 (or nearest possible date, please state) Information is not available within our systems
 - d. 1 March 2022 (or nearest possible date, please state) Information is not available within our systems
 - e. 1 March 2023 (or nearest possible date, please state) 3.1 WTE
 - f. 1 March 2024 (or nearest possible date, please state) 3.1 WTE

Our Ref: 592

August 2024

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>