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Dear Mr King,

CQC Major Inspection of AWP

Thank you for your email dated 15th October 2014, requesting a review of the original response provided in response to your original request for information (our ref: FOI 4536).

I can confirm that the review took place on 20th November 2014 and set out below the findings in relation to your specific areas of concern;

- 1. I would expect in the fourteen months leading up to the major CQC inspection of AWP by the Care Quality Commission, you will have made yourselves fully aware of the performances and quality of services being provided by AWP , and by way of this FOIA request would ask to see all the documents you hold regarding AWP services.**

The panel concluded that the quantity of information provided as part of the original response was insufficient and that in their view additional information should be available. The panel will instruct senior members of the CCG to investigate and identify the additional information that will then be released to you. Any additional documentation will be made available to you by the 28th November 2014.

- 2. I am also aware of, and attended your specific mental health consultation on 04 06 14, where I heard a considerable amount of feedback being provided to your CCG, which maybe for 'political' or other reasons is not fairly or adequately reflected in your lengthy report of that huge consultation. May I please see the documents that contain the actual feedback you were given please?**

The panel have agreed that a copy of the workshop report should be provided to you and is included within the pack of documentation and this letter.

3. **I believe as part of the CQC major inspection of the Avon and Wiltshire Mental Health Partnership NHS Trust, you were approached by the CQC for information and feedback about AWP, and I ask you to provide me with copies of all information you fed back to the CQC as part of that inspection process please**

Within the original response, we did provide the copies of all feedback provided to the CQC, therefore the panel have concluded that there is no further action required on this point.

You have included a series of additional questions within your review request and the panel have considered these, although they are not actually part of the formal review of your FOI request.

- **Point (a):** The FOI Team will be instructed to amend the wording of their letters to ensure it states 20 WORKING DAYS.
- **Points (b, c, d, e, g, h):** The panel acknowledges your concerns raised in these questions and accept that there have been failings within the system that you encountered during this time and apologises that you have received a sub-standard service, which is definitely not the intention of the CCG/FOI Team.
- The panel confirmed that the CCG and FOI Team have reviewed and amended their procedures in light of concerns raised and are now in the process of having these quality assured by an external organisation to ensure that they are robust and provide greater alignment with expectations of service delivery. Included within the amendments are the tightening of controls to ensure that where delays are encountered, or queries regarding the detail of the request that applicants are kept informed throughout the whole process.
- **Point (f):** The panel apologises for any damage you feel from your experiences, however are not able to respond to your belief as to whether what was said was 'true' or not.
- **Request to provide contact records and documents requesting removal of certain parts of your FOIA review:** The panel agreed that this is something that can be forwarded to you and is included within the pack of documentation and this letter. However, the panel point out that the specific elements that were asked to be removed related to an individual. That individual is a representative of the CCG and whilst we accept your right to publish on whatdotheyknow, it is not appropriate for you to identify individuals of the organisation as this could be deemed to be libellous
- **Clarification of definitions within the Commissioner scorecard:** The panel would refer you to the AWP directly in this instance as the document has been provided to the CCG by them.
- **Risk Assessment of impact on not providing information:** As you will be aware, the FOI legislation requires that applications are applicant blind

and as such the process that is in place within the CCG/FOI Team adheres to that requirement.

This means that staff within organisations responding to the FOI do not have any knowledge of the individual requesting the information and cannot make any adjustments to how requests are managed or responded to.

Summary:

The panel would like to apologise once again for the manner in which your recent requests have been managed and accept that there have been some failings within the system for responding to FOIs and keeping applicants engaged.

Steps have now been undertaken as explained within this document to rectify these failings as well as to ensure that all staff are aware of their obligations under FOI and how to respond to requests in line with internal procedures and statutory requirements. FOI training will become a mandatory training requirement for all Swindon CCG staff; a training programme will be rolled out over the next 3 months

The panel would like to recommend that with future requests, you are very specific regarding the actual information you are requesting and separate out the request itself from narrative regarding your general concerns, which are pertinent but not appropriate for the FOI Team in undertaking your requests - this will assist in expediting responses going forward.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to the Re-Use of Public Sector Information Regulations (1 July 2005) and authorisation from the CCG will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you remain unhappy with the decision after review you should contact:-

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely



Nicki Millin
Chief Operating Officer

