



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI650109315

Thank you for your request for information relating to Complaints Advocacy Services.

You have requested the following information:

The following questions relate to the duties outlined in the Health and Social Care Act (2012) which require each local authority to make such arrangements as it considers appropriate for the provision of independent advocacy services in relation to its area. 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. 2010/21 (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)**

The Council has funded an Independent NHS Complaints Advocacy Service during this time period. This service is funded by a grant agreement the Council holds with Voluntary Action Coventry.

The grant agreement funds both Healthwatch Coventry and the Independent NHS Complaints Advocacy Service, the value for the two separate services is not apportioned by the Council.

Voluntary Action Coventry currently commissions the Independent NHS Complaints Advocacy Service as part of a sub-contracted arrangement with a separate advocacy provider.

The Council does not hold information on the grant value apportionment for the Independent NHS Complaints Advocacy Service contract. We are therefore advising you as per Section 1 (1) of the Act. To advise and assist you further please contact:

Voluntary Action Coventry
Harp Place
2 Sandy Lane
Coventry
CV1 4DX
healthwatch@vacoventry.org.uk

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

No.

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)**

Not applicable, please refer to Question 2.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance