



Carol Collins
Head of Business Support, PCC
Patient and Client Council
5th Floor, 14-16 Great Victoria Street
Belfast
BT2 7BA

20th September 2023

By Email

[REDACTED]

Ref: FOI 2028

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 23rd August 2023 in which you requested information relating to the organisation's level of contacts.

1) What were your levels of contacts for every month since 2020?

Please refer to Appendix 1.

2) When did you start to receive a “high level “of contacts?

Please refer to Appendix 2. The PCC do not currently specify what constitutes “high level” – however we have provided the number of calls that are put through to the duty practice team by the receptionist and also includes emails that have been received every month. We have provided figures for the number of contacts to PCC duty Practice team for 2022-23 and the first quarter for 2023-24. PCC would not have recorded the number of contacts prior to this.

3) What is a “high level “of contacts?

Please refer to above.

4) How many stage 5 adult safeguarding meetings (review of protection plan) have you attended as advocates in 2023?

Please refer to Appendix 3.

I should advise you that some information (i.e. information that would directly or indirectly identify staff or service users) is considered exempt from disclosure as set out by section 40(3A) (a) of the Freedom of Information Act 2000 ('Personal Information'), as disclosure would contravene at least one data protection principle.

You should note that Section 40 is an absolute exemption and is therefore not subject to a public interest test. Section 40 can be viewed in its entirety at:

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

5) What adult safeguarding investigation meetings did you attend as advocates for services users?

N/A

6) Release all statistics and reports you currently hold on adult safeguarding within Northern Ireland.

N/A – we do not hold any reports.

7) Dates of the PCC board meetings that adult safeguarding was an agenda item.

7th April 2021 – safeguarding was on the PCC Performance report (not separate on the agenda)

15th November 2022 – adult safeguarding policy was presented to Council and approved

12th September 2023 - safeguarding was on the agenda

8) On the 7th June 2023 the Public Ombudsman said that adult safeguarding in NI was not for purpose. What have the PCC done in relation to this statement since this date?

PCC have a representative on the Interim Adult Protection Board which is overseeing the development drafting and implementation of NI Adult Safeguarding legislation. The PCC facilitate an Adult Protection Engagement Platform which allows interested members of the public and other stakeholders connect with decision makers in the Department of Health.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should

do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: icocasework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Carol Collins
Head of Business Support, PCC