

The Secretary  
Self Directed Support Network South Lanarkshire

Email: [secretary@sdsnet.org.uk](mailto:secretary@sdsnet.org.uk)

Mobile: 07503 246 288

Date: 07.08.2019

Information Compliance Officer  
Financial and Corporate Recourses  
Council Offices  
Floor 11  
Almada Street  
Hamilton  
ML3 0AA

Dear Sir / Madam

Request Under the Freedom of Information Act

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information (Scotland) Act 2002.

In the Care Inspectorate Report in June for South Lanarkshire, the Inspectorate recommended "The partnership should engage with supported people and unpaid carers to find ways of ensuring they are involved and informed in the process for finalising budgets. Ref. page 18 of the report.

Please send the secretary:

How and when will the Council deliver this recommendation?

The legislation states you have 20 working days to reply.

I would be grateful if you could confirm in writing that you have received this request.

Yours faithfully

Secretary – Self Directed Support Network South Lanarkshire

**Val de Souza**  
Director, Health and Social Care

Mr McGoldrick  
[secretary@sdsnet.org.uk](mailto:secretary@sdsnet.org.uk)

**Our ref:** PMcC/LC  
**Your ref:**  
**If calling ask for:** Pat McCormack  
**Phone:** 01698 454362  
**Date:** 25 September 2019

Dear Mr McGoldrick

### **Freedom of Information (Scotland) Act 2002 (FOISA)**

I refer to your information request received by the Council on 3 September 2019 in which you ask for the following information:

In the Care Inspectorate Report in June for South Lanarkshire, the Inspectorate recommended "The partnership should engage with supported people and unpaid carers to find ways of ensuring they are involved and informed in the process for finalising budgets. Ref. page 18 of the report.

How and when will the Council deliver this recommendation?

### **Information provided**

Supported people and carers are fully involved in the assessment process which determines their level of need and risk. South Lanarkshire Council's SDS team and IT colleagues have developed a robust support plan and review process that enables good conversations around outcomes based on the eligible needs and risks derived from the assessment. The support plan allows the person or carer the opportunity to discuss what is important to them and how they would like their outcomes to be met. Supported people and carers then receive a copy of their assessment and support plan with ongoing annual reviews.

### **Request for Review**

The Council has a Review Panel to deal with complaints from people who are not happy about the way that it has handled their request. Staff not involved in the original decision will handle any review.

If you want to complain, you can ask the Review Panel to look at the way that we have dealt with your request. It will consider whether we have complied with the requirements of FOISA. Please note that if you wish to complain, you must do so by **29 November 2019** you must explain why you are not happy when requesting a review.

Please note that the Review Panel cannot look at any decisions taken by the Council or actions of the Council or any of its employees or a service provided by it that are not connected to the handling for request for information.

Council Offices, Almada Street, Hamilton ML3 0AA Phone: 0303 123 1008

Email: [val.desouza@southlanarkshire.gov.uk](mailto:val.desouza@southlanarkshire.gov.uk)

You should send your request for a review to:

Mr. W. Dunn  
Information Compliance Manager  
Finance and Corporate Resources  
Floor 11  
Council Offices  
Almada Street  
Hamilton  
ML3 0AA

Alternatively, you can request a review at [foi.reviews@southlanarkshire.gov.uk](mailto:foi.reviews@southlanarkshire.gov.uk).

### **Appeal to the Scottish Information Commissioner**

If you are not happy with the outcome of the review, you can appeal to the Scottish Information Commissioner. The Commissioner will decide whether the Council has dealt with your request properly. Please see the Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info) for further details.

Yours sincerely



**Pat McCormack**  
**Service Development Manager**