

Further Action

If the Provider remains dissatisfied with the appeal outcome they may seek legal advice regarding judicial review.

Further Information

If you require any further information on the review process please contact the Supporting People Team:

Rotary Annex
The Arts Centre
Vane Terrace
Darlington
County Durham
DL3 7AX

Telephone:
01325 388108/388146

Email:
supportingpeopleteam@darlington.gov.uk

Other Formats

This document will be made available on request to the Supporting People Team, in Braille, large print, and on audio cassette, it is also available in other languages.

Telephone 01325 388108

اگر آپ کو یہ سکتا پچا انگریزی کے علاوہ کسی دوسری زبان میں
درکار ہو تو براۓ مہربانی ٹیلیفون نمبر 01325 388108
پر فون کر کے حوالہ نمبر بتائیں۔

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ
ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 388108 'ਤੇ
ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

यदि आप यह प्रकाशन अंग्रेज़ी के अलावा अन्य भाषा
में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर)
बताकर निम्नलिखित 01325 388108 पर संपर्क करें।

如果你需要其它語言的版本，請與以下
電話係並報出參考號碼：01325 388108

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই
প্রকাশনাটির দরকার থাকে, তাহলে 01325 388108
নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন।

إذا رغبتم الحصول على هذه النشرة
بلغة أخرى غير اللغة الإنجليزية نرجو
الاتصال بنا على رقم الهاتف التالي
: 01325 388108 مع ذكر رقم الإشارة.



Supporting People in Darlington Appeals Process



supportingpeople
supporting independence

Appeals Process for Service Reviews and Accreditation

The Supporting People programme is administered by the Local Authority but it is governed by an established body known as the Commissioning Body. This body is made up of senior officers from the local authority and outside agencies.

In Darlington, the representatives on our Commissioning Body are senior officers from Social Services, Housing, Probation and the Primary Care Trust.

This governing body is supported by the Core Strategy Development Group (CSDG). Their main objectives are to prepare recommendations to the Commissioning Body on matters of strategy, planning, commissioning and expenditure.

Their membership is much larger, and comprises of officers from Probation, Youth Offending and Community Safety, together with representatives from external and internal service providers.

The Appeal Process

The service review process is concluded with a 'Round table' meeting between the Supporting People Team and the provider. At this meeting any concerns found during the review process will be raised and discussed. The Supporting People Team will also propose an action plan to remedy any issues. This meeting is the opportunity for the provider to respond to our findings, and discuss whether our proposals are fair and achievable.

From this meeting the Supporting People Manager will confirm, in writing, the outcome of the accreditation or service review. If the decision is contentious, or concerns an internal service, then this will be ratified by the Commissioning Body. A provider may appeal on one or more of the following grounds:

If the Supporting People Team have:

- Failed to consider all the relevant facts, which has affected the accreditation decision or service review outcome
- Failed to adhere to published accreditation or service review policies and procedures, and this in turn has affected the accreditation or service review outcome
- Failed to take into account the wider strategic considerations of the service, which has affected the service review outcome.

Making an Appeal

Once the provider has received the outcome of the accreditation or service review in writing, they have 10 working days in which to appeal the decision.

The appeal must conform to the following criteria:

- It must be made in writing
- It must include the grounds or reasons from appeal as outlined above
- All supporting documentation should be included
- The appeal should be addressed to:
Chair of the Commissioning Body
C/o The Supporting People Team
Rotary Annex
The Arts Centre, Vane Terrace
Darlington, County Durham DL3 7AX

Procedure for Processing the Appeal

When an appeal is received, an appeals panel will be created, comprising of three members of the Commissioning Body or Core Strategy Group. It will be chaired by the Accountable Officer, or their nominated representative. They will determine the most appropriate approach to the investigation.

They can decide to assign an officer, with no previous involvement in the matter to conduct the investigation and present to them their findings and recommendations.

The panel or assigned officer will be responsible for:

- Acknowledging the Providers written appeal within 5 working days
- Reviewing all the papers relating to the appeal
- Obtaining other relevant information which may include interviewing the Provider and/or Supporting People Team
- Preparing a written report, detailing the findings of their investigation
- Notifying the Provider and the Supporting People Manager of the panel's decision and the reason for their determination within 30 working days of receipt of the providers written appeal, or longer if notified

Following the outcome of the appeal, the Supporting People Manager will revise, where appropriate the Service Review or Accreditation report.