

**HEALTH OVERVIEW AND SCRUTINY PANEL
13 MARCH 2014**

**SEAP COMPLAINTS ADVOCACY SERVICE
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This report provides background information for the Panel's meeting with representatives of the SEAP (Support Empower Advocate & Promote) Complaints Advocacy Service.

2 RECOMMENDATIONS

- 2.1 **That the Health Overview and Scrutiny Panel receives a briefing from Sally Grant (Team Manager) and Maureen Chapman (Outreach co-ordinator and Advocate), on the role and activities of SEAP Complaints Advocacy Service**

3 SUPPORTING INFORMATION

- 3.1 The Panel's Working Group which reviewed the implications for Health O&S of the report of Francis Inquiry decided that it would be useful to build knowledge of service users' complaints and the complaints advocacy services.
- 3.2 SEAP - Support Empower Advocate & Promote - is a registered charity formed in 2000 in Hastings. SEAP are commissioned to provide the Independent Mental Health Advocacy and Community Mental Health Advocacy services for Berkshire by the Clinical Commissioning Groups. They are commissioned to provide the NHS Complaints Advocacy Service for Berkshire by the six Local Authorities.

ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable

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