



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Foireann Náisiúnta um Rialachas Gearáin & Foghlama,
Rannóg Náisiúnta um Dhearbhu agus Fíorú Cáilíochta, FSS,
31/33 Sráid Chaitríona, Luimneach
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National Complaints Governance & Learning Team,
National Quality Assurance and Verification Division, HSE,
31/33 Catherine Street, Limerick.
Tel: 061 483577

DATE: 09/07/2019

Private & Confidential

ADDRESS: tommy.broughan@oireachtas.ie

Re: PQ REF 26213/19

QUESTION:

To ask the Minister for Health the number and percentage of complaints officer's recommendations under section 15 of the Disability Act 2005 that are completed within the timeframe provided by the complaints officer in their report; and if he will make a statement on the matter

Dear Deputy Broughan,

I refer to your PQ REF 26213/19.

I have sought information from the relevant Liaison Officers in each CHO and from the National Disability Office, Community Services. They have provided the following information. That in the 12 months from 1/4/2018 to 31/03/2019, 607 recommendations made by complaints officers under section 15 of the Disability Act 2005 were due to be implemented.

Of these:

- 53 recommendations were implemented within timeframe (8.73%)
- 161 recommendations were implemented outside of the timeframe (26.52%)
- 64 recommendations were in progress of being implemented (10.54%)
- 329 recommendations were not yet implemented or in progress (54.20%)

In relation to 405 recommendations, local resources were given as the primary cause for non implementation or delays in implementation

In relation to the commentary regarding the data above, I requested a statement from the National Disabilities Service who have confirmed that each CHO is accountable for the implementation of the Complaints Officers' recommendations.

It is acknowledged that the number and percentage of complaints officer's recommendations under section 15 of the Disability Act 2005 that are not completed within the timeframe provided by the complaints officer in their reports, remains high. However, this should be viewed in the context of the overall Assessment of Need process under the Disability Act.

I have been further advised that since the commencement of Part 2 of the Disability Act in June 2007, (The Act), the HSE has endeavored to meet its legislative requirements as set out in the Act. However, as a consequence of a High Court ruling of December 2009, the effect of which was to open eligibility to all children born after 1st June 2002, the number of children aged five and over, and in addition of school-going age, has risen steadily as a percentage of all applications received. At the end of 2011, the figure stood at 26%, while at end of 2018, this figure was 52%. This is a reflection that the AON process is an accumulative process in terms of numbers of children seeking access. It should be noted that the clinical teams who complete the assessments are also the teams who deliver intervention.



Christopher Rudland,

Assistant National Director,

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