

## **BIAN - Gaps and Blocks**

**When to use:** If difficulties arise with the progression of an Interagency Care Plan specifically relating to structural blocks/gaps in service provision.

### **Protocol Outcomes**

1. Barriers to service provision necessary for service user progression as set out in agreed care plan addressed.

### **Key Steps**

**Step 1:** As set out in the National Rehabilitation Framework, any barrier to service user progression identified in the implementation of a service users care plan should be followed up by the Case Manager with the relevant service(s).

**Step 2:** If such a barrier remains unresolved following all attempts to resolve it between services, including an Interagency Care Plan Meeting, then the Case Manager should progress the matter to their line manager and the Task Force Coordinator for resolution via a Local Gaps and Blocks Form.

**Step 3:** All relevant parties, including the service user and BIAN Chair, should be notified by the Task Force that the matter has been raised.

**Step 4:** The BIAN Chair raises the issue at the next BIAN meeting and where the issue remains unresolved, the issue should be brought to the next Drug Task Force Treatment and Rehabilitation (T&R) Sub-Group meeting.

**Step 5:** Where, despite the combined efforts of all involved, the issue is not resolved, the National Gaps and Blocks Form (see FORM 6- national form) should be referred by the NDRIC Pilot Co-ordinator to the National Rehabilitation Co-ordinator for discussion/resolution at the National Drug Rehabilitation Implementation Committee (NDRIC).

**Step 6:** Actions arising from the NDRIC discussions on reported gaps and blocks in services should be reported back through the NDRIC Pilot Co-ordinator to BIAN and the Treatment and Rehabilitation Sub-Group, and complainant(s) within a reasonable timeframe.

**Note:** If further information is required at any stage throughout this process and by virtue of disclosing this information the service user may be identified then consent should first be sought via the Interagency Consent for Release of Information Form.