

## **BIAN -Troubleshooting for Local Issues**

**When to use:** If difficulties arise when following the protocols outlined in this document either between agencies or between a service user and an agency then the following procedures should be followed.

### **Protocol Outcomes**

1. Barriers to high standard service provision and potential blocks in progression are addressed.
2. Services agree a process whereby disagreements and other issues pertaining to the sharing of service user information can be addressed.

### **Key Steps- Agency/Agency Difficulty**

**Step1:** The worker should, in the first instance, try to resolve the matter with the worker/agency with which they have the difficulty/issue.

**Step 2:** If step 1 does not achieve a satisfactory solution, the Case Manager should raise the matter with his/her line manager. The line manager will support/assist staff to address and resolve the matter

**Step 3:** If the matter relates to another service then the line manager will contact the manager of the other agency and seek to address and resolve the matter with them directly. This should be done within 10 working days of being made aware of the difficulty.

**Step 4:** The managers will agree a course of action and feed this back to the Case Manager and other involved staff. This will be done within 10 working days of discussing the issue.

**Step 5:** The managers should provide a brief report outlining the key issue(s), steps taken, and timeline involved to BIAN via the Chair.

### **Key Steps- Agency/Service User Difficulty**

**Service User Worker:** The Blanchardstown Local Drugs Task Force has employed a Service User Worker for the area. Part of their brief is to support and advocate on behalf of service users in the area. Difficulties/issues can be brought to the Service User Worker for support/advocacy at any stage in the process outlined below.

**Step1:** If an issue/difficulty arises between a service user and a worker/agency, this should be addressed directly with the worker/agency with whom they have the difficulty/issue.

**Step 2:** If the issue remains unresolved following the initial discussions, the worker/agency should refer to their agency's internal complaints procedure and follow this process.

**Step 3:** If Step 2 does not achieve a satisfactory solution, service users should be referred to 'Your Service, Your Say' or 'Trust in Care' processes as appropriate.