CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 000462
Date   26 September 2016

Adult Services

Request:

- What case management system does your Authority have in place to manage client referrals, assessments and commissioning of packages of care? For example, CareFirst, Mosaic, LiquidLogic AIS, Northgate SWIFT or AIS etc.
  Carefirst

- How long has this system been in place within the department?
  Eight years

- When does the Authority's contract end and are there any provisions for contract extensions?
  The Contract ends on 31 March 2017. We are currently looking to extend the contract.

- What reporting tools do you use within Adult Social Care?
  Please list each reporting tool and the numbers of user within Adult Social Care. Add additional lines is needed.
  Please see table 1.

- Does the Authority have a data mart, operational data store, data warehouse etc. for Adult Services?
  No

- Does your council have a Master Data Management initiative, aimed at providing a single view of a client across multiple information system?
  Yes

- Does the Master Data Management initiative currently draw information form Adult Services?
  Yes but only demographical information.

- Can you provide estimates of how many Adult Services staff the Authority employs in the following categories and how they access client based management information?   Please complete the table below.
  Please see table 2.

- Do Adult Services staff have access to information dashboards enabling them to quickly see summary data and to click through to subsequent levels on detail?
  Yes

- If Adult Services have information dashboards please detail the reporting tools used to deliver this information.
  Xcelsius and Microsoft Excel currently with QlikView in the near future

- What information do Adult Services staff access routinely and how frequently is it available to them?
  Please see table 3.

Table 1

Reporting Tools	Numbers of Users	Total costs for reporting tool licenses and maintenance for the last 3 years	Average Annual costs for 3rd party universes over the last 3 years
Business Objects	16	£45k	£15k
SQL Server Reporting Services	0 (not including ICTS)	N/A	N/A
Actuate	N/A	N/A	N/A
Freehand SQL	2 (not including ICT and scripts run by SCS)	N/A	N/A
QlikView	10	£94k (only been implemented for 1 year)	N/A (this is being implemented, at present no third party cost)

Table 2

Staff Groups	Numbers of staff	Reporting tools that require a license fee	Reporting tools that do not require a license fee	Manual Reports e.g. Excel, Word, SQL	Excel Based Reports	Other Reporting Tools
		Please tick all appropriate columns if information is accessed in multiple ways.				
Directors & Assistant Directors	2		✓	✓	✓	
Service Managers	7		✓	✓	✓	
Commissioning Managers	3		✓	✓	✓	
Operational Management	6		✓	✓	✓	
Team Managers	Multiple		✓	✓	✓	
Principal Care Managers / Senior Practitioners	Multiple		✓	✓	✓	
Business Intelligence Team	7	✓	✓	✓	✓	

Table 3

With reference to your last question, following careful consideration, the Council regrets to inform you that it has decided not to disclose the information relating to the first two columns of your table below.

Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary to provide the information you have requested in these two columns would take us longer than 18 hours to compile as the information is not held centrally and we would have to carry out a manual trawl to produce the detailed analysis you require. This is because the value and availability is subjective depending upon the needs of individual users and audience at any given time. The value of information is also dependent upon business knowledge and strategic context.

In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

"(a) determining whether it holds the information,

(b) locating the information, or a document which may contain the information,

(c) retrieving the information, or a document which may contain the information, and

(d) extracting the information from a document containing it".

However under Section 16 (duty to provide advice and assistance) if you would like to rescope this part of your request, so as not to exceed the appropriate cost limit, we could then hopefully look at providing you with information.

Type of information	Score how valuable this information is to Adult Services (10 = critical 1 = not needed)	Score the current availability of this information (10 = 100% available 1= not available	Which staff groups have regular access to this information. (see staff groups above)	How frequently is this information routinely available? e.g. Quarterly, Monthly, Weekly, Daily, on demand	How is this information shared? e.g. InfoView, Excel, SharePoint. Intranet, email etc.
Summary and detailed information, on data quality issues, including missing or incorrect data and illogical information.			All	Daily	Sharepoint Email Excel
Summary and detail client package information, enabling commitment forecasting and monitoring. E.g. no starters and leavers, average weekly costs across service and client groups etc.			All	Daily	Sharepoint Email Excel
Summary and detailed client pathway information, that demonstrates how clients move from contact with the department through to service provision or reablement etc.?			All	Daily	Sharepoint Email Excel

Summary and underlying data for performance indicators, either national or locally defined.			All	Daily	Sharepoint Email Excel
Summary and detailed information on departmental savings initiatives including plans, progress and statuses, project costs, planned and delivered savings			All	Daily	Sharepoint Email Excel