

CITY OF
WOLVERHAMPTON
COUNCIL

Response to Request for Information

Reference FOI 001519
Date 20 September 2017

Social Care Packages

Request:

Under the Freedom of Information Act, please provide me with the following information, for 2016 as a whole:

- The number of people who have died while waiting for a social care package to commence, after an assessment has been made
- The number of people who waited more than a year, or who have been waiting more than a year for a social care package to commence

With reference to your above two bullet points, we can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). 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.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to number of people who have died awaiting the start of an initial package of social care is not easily accessible and not recorded centrally. To get the information would require a full scale look into all the individual files and scrutiny of each case. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

In the week of August 28 to September 3, 2017, how many hours of agreed social care went unmet (i.e. hours contained on entire care plans which were not able to started or extra hours that were needed on existing care plans but were unable to be added).

In respect of your above question, it has been established after careful consideration that the Council does not hold information relating to "agreed social care". Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

We can tell you that there were 567 hours of planned home care that were not delivered during the week in question – however, this does not necessarily relate to need that is unmet. Planned hours may not be delivered for a number of reasons including the service user being in hospital, on holiday or away from home or service users or carers cancelling the service for other reasons. It is not possible to break down the reason for undelivered hours. Additionally people may have been in receipt of short term support awaiting their long term package being arranged/ supplemented.