

## Response to Request for Information

Reference      FOI 002160  
Date             10 April 2018

### ***Social Care Assessment Waiting Times for People who use Services and Carers***

#### **Request:**

- For the requests for assessments for care and support from new clients in 2015/16 and 2016/17, please provide the average (arithmetic mean) time in days between the request for assessment and the assessment being completed, as well as the longest and shortest wait experienced by any individual in the table below:

	<b>Longest wait (days)</b>	<b>Shortest wait (days)</b>	<b>Arithmetic mean wait (days)</b>
<b>2015/16</b>	348	1	26
<b>2016/17</b>	469	1	36

#### **Measures: From Assessment Request to Completion of Assessment**

The length of time that assessments take can be extended for a number of reasons including assessments for complex needs for people with learning difficulties (in some of these cases, low level services are provided as the client is being assessed and worked with) or hospital admissions for complex mental health needs and other health reasons.

- For the requests for care and support from new clients in 2015/16 and 2016/17, please provide the average (arithmetic mean) time in days between the **assessment** and the **commencement of the planned care package**, as well as longest and shortest wait experienced by any individual in the table below:

	<b>Longest wait (days)</b>	<b>Shortest wait (days)</b>	<b>Arithmetic mean wait (days)</b>
<b>2015/16</b>	183	1	29
<b>2016/17</b>	194	2	28

The time between assessment completion and services starting can be longer in the cases of transitions where the adult care act assessment is undertaken as part of transition planning but the young person and family are still in receipt of children's services or in cases where the client initially qualifies for health funded services (e.g. CHC) and council funded services do not start until health funding has ceased. Other reasons that this time period may be extended include client and family choice or the client self-funding for a period of time before qualifying for council funded services.

3. For the requests for assessments for care and support from new clients in 2015/16 and 2016/17, please provide the average (arithmetic mean) waiting time in days between the **request for assessment** and the **assessment being completed**, as well as the longest and shortest wait experienced by any individual, by route of access:

Route of access	Longest wait (days)		Shortest wait (days)		Arithmetic mean (days)	
	2015-2016	2016-2017	2015-2016	2016-2017	2015-2016	2016-2017
Planned entry (including transition)						
Discharge from hospital						
Diversion from hospital						
Community						
Other (including prison)						

4. For the requests for care and support from new clients in 2015/16 and 2016/17, please provide the average (arithmetic mean) waiting time in days between the **assessment** and the **commencement of the care package**, as well as the longest and shortest wait experienced by any individual, by route of access:

Route of access	Longest wait (days)		Shortest wait (days)		Arithmetic mean (days)	
	2015-2016	2016-2017	2015-2016	2016-2017	2015-2016	2016-2017
Planned entry (including transition)						
Discharge from hospital						
Diversion from hospital						
Community						
Other (including prison)						

With reference to questions 3 and 4 above, your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

**Section 12 - Exemption where cost of compliance exceeds appropriate limit**

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 Act.

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
- (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 your request is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on. To provide you with the information requested would require us to break down the information we hold in order to provide you with the above information which would be in excess of 18 hours (equivalent to a notional cost of £450).

5. According to the council's policy, how often should people receiving long term care and support receive a planned review of their care and support plan?

Answer: We refer to national guidance as shown below:

## **Care and Support Guidance – Care Act 2014**

### **Timeliness and regularity of reviews**

13.31 In the absence of any request of a review, or any indication that circumstances may have changed, the local authority should conduct a periodic review of plan. As stated earlier, this could be indicated at the planning stage by including an anticipated review date to allow for future planning. In addition, local authorities may wish to align the periodic review of the plan, with the compulsory review of the direct payment arrangements, where this is appropriate.

13.32 It is the expectation that authorities should conduct a review of the plan no later than every 12 months, although a light-touch review should be considered 6– 8 weeks after agreement and sign-off of the plan and personal budget, to ensure that the arrangements are accurate and there are no initial issues to be aware of. This light-touch review should also be considered after revision of an existing plan to ensure that the new plan is working as intended, and in cases where a person chooses a direct payment, should be aligned with the review of the making of the direct payment (see chapter 12 on direct payments).

13.33 The periodic review should be proportionate to the needs to be met, and the process should not contain any surprises for the person concerned. Periodic reviews and reviews in general must not be used to arbitrarily reduce a care and support package. Such behaviour would be unlawful under the Act as the personal budget must always be an amount appropriate to meet the person's needs. Any reduction to a personal budget should be the result of a change in need or circumstance.

13.34 The review should be performed as quickly as is reasonably practicable. As with care and support planning, it is expected that in most cases the revision of the plan should be completed in a timely manner proportionate to the needs to be met. Where there is an urgent need to intervene, local authorities should consider implementing interim packages to urgently meet needs while the plan is revised. However, local authorities should work with the person to avoid such circumstances wherever possible by ensuring that any potential emergency needs are identified as part of the care and support planning stage and planned for accordingly.

6. What percentage of adults receiving long-term care and support, received a planned review within the timeframe set by the council's care and support plan review policy in 2015/16 and 2016/17?

	<b>Answer</b>
<b>2015-2016</b>	40% of adults in receipt of long term support, received a planned review within the timeframe set by the council's care and support plan review policy in 2015/16
<b>2016-2017</b>	45% of adults in receipt of long term support, received a planned review within the timeframe set by the council's care and support plan review policy in 2016/17

Please note - This is based on planned reviews only – this does not mean that 60% / 55% of clients were not reviewed as some of these clients will have received unplanned reviews within the review period.

7. How many carers requested an assessment for support from the council under the Care Act 2014 over the course of 2015/16 and 2016/17?

	<b>Answer</b>
<b>2015-2016</b>	576 individual carer assessments (excluding carer's who were jointly assessed with the client) were completed in 2015-16
<b>2016-2017</b>	933 individual carer assessments (excluding carer's who were jointly assessed with the client) were completed in 2016-17

8. According to the council's estimate, how many carers are currently resident in the council area?

Answer: As at April 2018 there are 4,786 active carers, although some of these carer's will be living outside of the Wolverhampton area.

9. Of the carers who requested an assessment for support under the Care Act in 2015/16 and 2016/17, please provide the average (arithmetic mean) waiting time in days between the **request for assessment** and the **assessment being completed**, as well as the longest and shortest wait experienced by any individual in the table below:

	Longest wait (days)	Shortest wait (days)	Arithmetic mean wait (days)
2015-2016	227	1	14
2016-2017	99	1	11

Measures: From Assessment Start to Completion of Assessment

Initial carers assessments are generally completed within a day from the carers perspective – however, the length of time measures from when the assessment started to when it was fully completed which may involve additional and more in-depth assessment work.

10. Of the carers who requested support under the Care Act in 2016/17, please provide the average (arithmetic mean) waiting time in days between the **assessment** and **commencement of the planned support**, as well as the longest and shortest wait experienced by any individual in the table below:

	Longest wait (days)	Shortest wait (days)	Arithmetic mean wait (days)
2015-2016	71	7	26
2016-2017	64	5	28