

Victoria Johnson

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**Our ref:** 9671848

**Date:** 15 January 2024

Dear Victoria Johnson

### **Freedom of Information Act 2000**

Your request for information has been considered by Warwickshire County Council under the Freedom of Information Act 2000.

I can confirm that some of the information you have requested is held by Warwickshire County Council.

Please see below for further details.

You asked:

***1. Please can you share data around how many times per month the tool is being accessed, including how many times it is being fully completed.***

Please view attached PDF document

***2. Please can you supply this data for the last year (or how ever long you have had the assessment tool on your website if it is less than an year).***

Please view attached PDF document

***3. If you are able to, can you also supply data around the impact the AskSARA tool has had in terms of reducing the number of contacts/ requests via email/ online forms/ telephone contacts etc. to your first point of contact team within Adult Social Care Services.***

Not held

***4. Also, if you are able to, can you supply any data or information to show if there has been any reduction in SWA Assessments and/or OT Assessments due to the AskSARA tool being introduced.***

Not held

***end.***

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management  
Shire Hall  
Warwick  
CV34 4RL  
[inforights@warwickshire.gov.uk](mailto:inforights@warwickshire.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  
Phone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

I will now close your request as of this date.

Yours faithfully

Information Governance Team