

3 September 2018

Our ref: 4644496

Thank you for your request received on 7 August 2018, for the following information: I would like you to provide stats on the average wait times for an Adult Social Work needs assessment over the last 3 years. If possible please break it down by month. If the above breaches the maximum aloud to spend (Section 12 of the FOIA) on a request please prioritise the last year.

We have processed this request under the Freedom of Information Act 2000.

### **Response**

**We are currently reviewing the reports which measure this indicator and as a result we are not currently able to provide accurate data for 2017/18 or 2018/19. Waiting times are monitored on a case by case basis to ensure that all cases are risk assessed and urgent cases are prioritised for assessment or other action.**

**We can provide data on the average waiting time for a social care assessment in 2016/17. The average time between first contact and assessment was 25.3 days in that year.**

We are refusing your request under section 12 because we estimate that compliance with your request will exceed the "appropriate limit" under section 12. The appropriate limit is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

**We have calculated that it will take approx. 83.3 hours to comply with your request. Our calculation is as follows:**

**For the current and previous years we are unable to provide the requested data and apply the exemption Under Section 12. Cost exceeds 18 hours or £450.00 to produce this report.**

**To manually check all our relevant case files to produce the required report for the previous 18 months, it would take a minimum of 2 minutes per case file x 2,500 case files = 83+ hours which would at £25 per hour have a prohibitive cost of £2,083.00 to complete.**

### **Advice and Assistance**

Due to a new client management system we are not able to advise when this type of reporting will be available at this stage as this would not be a priority. You may wish to resubmit you request in 6 to 12 monthsfrom now.

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [xxx@xxxxxx.xxx.xx](mailto:xxx@xxxxxx.xxx.xx). Or by post to Information Management Team (FOI) The London Borough of Barnet, North London Business Park, Oakleigh Road South, London, N11 1NP

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.