



London Borough of Camden  
Information and Records  
Management  
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**e-mail:**  
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**Date:** 19/06/2023

**Case reference:** CAM5364

Dear Requester

Thank you for your request for information dated 30/05/2023 about **Adults services Direct payments**. We have dealt with this under the Freedom of Information Act 2000.

## **Response**

The council holds the information requested. However, we are withholding some of the information because it is exempt as explained below. We have explained where we are withholding information and what exemption applies. Please see the refusal notice below which explains how and why it applies.

*Could you provide all data in relation to how direct payments are specifically being used by users aged 21-55? All other ages can be excluded. The more comprehensive and detailed this list is, the more useful it will be for this FOI request. For example, data showing DPs being used for a gym membership (including how much it costs) would be far more valuable than data showing DPs being used for "leisure activities" which would be too broad; nonspecific and unhelpful.*

*If you require dates to extract this data could you extract it from the following financial years:*

- 2018-2019
- 2022-2023

*I appreciate that this data is likely to be quite laborious, especially when extracting the data from a manual trawl of individual care and support plans. It may or may not be easier to consider past audits and current monitoring systems to extract the same data.*

We are not processing this request as it would require a disproportionate amount of time, effort, and expense. Please see the exemption notice set out below.

*To compliment the core request, could you kindly send me your direct payments policy including your practice guidance for practitioners.*

This information is already publicly available. Please enter the link below into your web browser:  
<https://camdencarechoices.camden.gov.uk/direct-payments/adults-direct-payments/>

*Could you also send me your Care and Support Planning Policy along with your practice guidance for practioners.*

We do not hold this information. We don't have a care and support planning 'policy' – we adhere to the care and support statutory guidance.

*Please send any other policies you feel are relevant or related to the policies and practice guidance documents requested above.*

Please find our What Matters Best Practice Guidance attached.

## **Refusal Notice**

The exemption that applies is:

### ***section 12: cost of compliance exceeds appropriate limit***

We are refusing your request under section 12 on cost grounds because we estimate that compliance with your request will exceed the "appropriate limit". This 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. hours 107 (minimum) to comply with your request because:

- *the only way to obtain this information is through a time-consuming manual audit*
- *examining one of 646 direct payments takes 10 minutes as an average minimum.*

## **Advice and Assistance**

It would be difficult to refine the request so that it would take less than 18 hours. We may be able to spot check a limited number of cases over very short time periods - but this is unlikely to provide a representative sample that would be meaningful.

## **Further Information**

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

## **Your Rights**

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to [xxxxxxxxxx@xxxxxx.xxx.xx](#) or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at [xxxxxxxxxx@xxx.xxx.xx](#), Telephone: 0303 123 1113, live chat <https://ico.org.uk/global/contact-us/live-chat/> or webform <https://ico.org.uk/global/contact-us/>. The ICO website <https://www.ico.org.uk> may be useful.

Yours sincerely,

Peter Williams  
Information Rights Officer