

Complex Care
London Borough of Bexley
Civic Offices
2 Watling Street
Bexleyheath
Kent
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m/r 9119228

Direct Dial

0203 045 3923

y/r

Date

14 September 2020

annmarie.carroll@bexley.gov.uk

The person dealing with this matter is: Annmarie Carroll

Ms Sian Peters

Dear Ms Peters

Thank you for your request for information received on 21 August 2020.

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by the London Borough of Bexley. I have detailed below the information that is being released to you.

1. How many financial assessments for adult social care residential and non residential) did you receive for the financial year 2019/20.

Residential FA forms received for FA assessment = 267
Non-residential FA forms received for FA assessment = 904

2. How many FTEs did you have employed to assess the assessments in 2019/20

To assess new assessments solely 0.6 FTE are employed by Capita. To assess and process all other associated work within the FA team, 2.0 FTE are employed by Capita. Total on the team processing work 2.6 FTE (management time excluded).

3 What was the average time taken to assess a claim from the time of the receipt of the claim and the customer being informed of the authority's decision in 2019/20

The average processing time for an FA case is 24 hours from receipt of form to confirmation being advised / issued.

If you have any questions, please contact me using the details at the top of this letter.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

Complaint and Freedom of Information Officer
London Borough of Bexley
Civic Offices
2 Watling Street

Bexleyheath
Kent
DA6 7AT

Or by email to foi@bexley.gov.uk

Yours sincerely

Annmarie Carroll
Complaints and Freedom of Information Officer
Complaints and FOI Service