

Val de Souza
Director, Health and Social Care

Pete Simpson
request-575827-
4d63d47b@whatdotheyknow.com

Our ref: PMcC/JM
Your ref:
If calling ask for: Pat McCormack
Phone: 01698 453727
Date: 17 July 2019

Dear Mr Simpson

Freedom of Information (Scotland) Act 2002 (FOISA)

I apologise for the delay in responding to you.

I refer to your information request received by the Council on 28 May 2019 in which you ask for the following information:

I am requesting information on the times people who have been referred for a Community Care Assessment over the last 12 months and would ask for a breakdown of the following for each locality:

1. How many referrals each month over last 12 months came in for a full Community Care Assessment, broken down by area;
2. How many of these referrals was allocated a worker within one month to start the assessment;
3. How many people waited more than one month for allocation of worker for full Community Care Assessment;
4. How many people waited for longer than two months for allocation of worker for full Community Care Assessment;
5. How many people waiting longer than 3 months for allocation of worker for full Community Care Assessment;
6. How many people waited for longer than 4 months for allocation of worker for full Community Care Assessment;
7. At date within current month how many people are on a waiting list for an assessment of full Community Care Assessment.

Council Offices, Almada Street, Hamilton ML3 0AA Phone: 0303 123 1008
Email: val.desouza@southlanarkshire.gov.uk



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Information provided

The Council has searched its records and has located some of the information that you have requested.

Please find attached Appendix 1. Please note that the figures are based on the last financial year, 1 April 2018 until 31 March 2019.

Request refused in terms of section 17 of FOISA

The Council cannot give you any of the information in respect of question 7 because it does not hold it in the format that you have requested. There were 7557 new allocations were made to the Adult and Older People teams during this period unfortunately we cannot determine those on a waiting list for an assessment.

Request for Review

The Council has a Review Panel to deal with complaints from people who are not happy about the way that it has handled their request. Staff not involved in the original decision will handle any review.

If you want to complain, you can ask the Review Panel to look at the way that we have dealt with your request. It will consider whether we have complied with the requirements of FOISA. Please note that if you wish to complain, you must do so by **15 September 2019** you must explain why you are not happy when requesting a review.

Please note that the Review Panel cannot look at any decisions taken by the Council or actions of the Council or any of its employees or a service provided by it that are not connected to the handling for request for information.

You should send your request for a review to:

Mr. W. Dunn
Information Compliance Manager
Finance and Corporate Resources
Floor 11
Council Offices
Almada Street
Hamilton
ML3 0AA

Alternatively, you can request a review at foi.reviews@southlanarkshire.gov.uk.

Appeal to the Scottish Information Commissioner

If you are not happy with the outcome of the review, you can appeal to the Scottish Information Commissioner. The Commissioner will decide whether the Council has dealt with your request properly. Please see the Commissioner's website at www.itspublicknowledge.info for further details.

Yours sincerely



Pat McCormack
Service Development Manager

Data based on new allocations to Adult and Older Peoples teams from 01.04.2018 to 31.03.2019 where an SDS Assessment was started after the allocation date
Timescale based on date allocated team to date allocated worker

Locality	Timescale for allocation to worker	No of Referrals
East Kilbride	1. Within 1 Month (Already open)	47
	2. Within 1 Month	225
	3. Within 2 Months	23
	4. Within 3 Months	10
	5. Within 4 Months	3
Hamilton / Blantyre	1. Within 1 Month (Already open)	24
	2. Within 1 Month	470
	3. Within 2 Months	22
	4. Within 3 Months	12
Lanark	1. Within 1 Month (Already open)	30
	2. Within 1 Month	122
	3. Within 2 Months	8
	4. Within 3 Months	5
	5. Within 4 Months	3
	6. Over 4 Months	5
Rutherglen	1. Within 1 Month (Already open)	33
	2. Within 1 Month	104
	3. Within 2 Months	1
	4. Within 3 Months	1
	5. Within 4 Months	3
	6. Over 4 Months	1
Grand Total		1152