

Resident Experience Team

Hammersmith & Fulham Council
Town Hall, King Street
Hammersmith
London W6 9JU

Please ask for: Oladele Olaniyan
Reference: 8241021

Email: icaseworkinformation@lbhf.gov.uk
Date: 12 June 2023

Alejandro Robson Ramirez

Dear Alejandro Robson Ramirez

Freedom of Information Act 2000

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

Your Request and Our response:

Question	Answer
1) Number of Subject Access Requests Received for the period 1st April 2022 to 31st March 2023?	
Total number of SAR's received for the local authority	211
Total number of SAR's received for Adult Social Care	12
Total number of SAR's received for Children's Social	65
Total number of SAR's received for Education Services -	<i>N/A - requests regarding education are captured as part of Children's Services</i>
2) Number of Subject Access Requests completed within the statutory timeframe of 30 days for the period 1st April 2022 to 31st March 2023?	
Total number of SAR's completed within the statutory timeframe of 30 days by the local authority -	126
Total number of SAR's completed within the statutory timeframe of 30 days by Adult Social Care -	9

Total number of SAR's completed within the statutory timeframe of 30 days by Children's Social Care -	42
Total number of SAR's completed within the statutory timeframe of 30 days by Education Services	<i>N/A - requests regarding education are captured as part of Children's Services</i>
3) Number of subject access requests that did not meet the statutory timeframe and were overdue for the period 1st April 2022 to 31st March 2023?	
Total number of SAR's that did not meet the statutory timeframe and were overdue for the local authority -	51
Total number of SAR's that did not meet the statutory timeframe and were overdue for Adult Social Care -	2
Total number of SAR's that did not meet the statutory timeframe and were overdue for Children's Social Care -	16
Total number of SAR's that did not meet the statutory timeframe and were overdue for Education Services	<i>N/A - requests regarding education are captured as part of Children's Services</i>
4) Average length of days that overdue subject access requests were late by for the period 1st April 2022 to 31st March 2023?	
Average length of days that overdue subject access requests were late by for the local authority	13.5
Average length of days that overdue subject access requests were late by for Adult Social Care	4.5
Average length of days that overdue subject access requests were late by for Children's Social Care	20.2
Average length of days that	<i>N/A - requests regarding education are captured as</i>

overdue subject access requests were late by for Education Services	<i>part of Children's Services</i>
5) What was your longest overdue subject access request by days for the period 1st April 2022 to 31st March 2023?	
longest overdue subject access request by days for the local authority -	120
longest overdue subject access request by days for Adult Social Care -	7
longest overdue subject access request by days for Children's Social Care -	120
longest overdue subject access request by days for Education Services -	<i>N/A - requests regarding education are captured as part of Children's Services</i>
6) Do you have a dedicated resource/team to process subject access requests?	
If yes, do they cover all SAR's in the local authority, or is this resource just for certain areas?	
And, if yes, what roles and how many does this team comprise of?	
If no, do departments handle their own SAR's?	<i>Yes and No - If a SAR request covers more than one business area then the resident experience team manage the SAR we have 1 dedicated member of staff in this team. If the SAR is for an individual business area then they handle their own SAR's</i>

Kind regards

Please quote the reference number 8241021 in any future communications.

If you aren't happy with the council's response, please contact H&F within 40 working days of us sending you our response, with details of why you're unhappy.

You can do this by:

- visiting H&F's website: <https://www.lbhf.gov.uk/councillors-and-democracy/complaints>
- emailing handfintouch@lbhf.gov.uk
- writing to the Resident Experience team, Hammersmith Town Hall, King Street, London, W6 9JU

Your concerns will be passed to H&F's Information Management Team to consider as an internal review. There's no charge for requesting an internal review.

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner by:

- Writing to the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Calling their helpline: 0303 123 1113
- Visiting the ICO's website www.ico.org.uk/concerns/

The ICO are the UK's independent authority set up to uphold information rights in the public interest.

I will now close your request as of this date.

Yours faithfully

Oladele Olaniyan
Information and Investigation Officer