

Regarding Social care assessments in last 12 months from 22/02/2023-22/02/2024

1. How many social care applications were closed off in less than 3 working days when you claim you can't get hold of the person needing the assessment and no assessment ever takes place?
2. How many social care applications were closed off in less than 4 working days when you claim you can't get hold of the person needing the assessment and no assessment ever takes place?
3. How many social care applications were closed off in less than 5 working days when you claim you can't get hold of the person needing the assessment and no assessment ever takes place?
4. How many social care applications were closed off in less than 6 working days when you claim you can't get hold of the person needing the assessment and no assessment ever takes place?
5. How many social care applications were closed off with no assessment ever taking place?

### Response Q1 to Q5

4,224 completed

430 recorded as not completed

Reason not completed:

- No longer wishes to participate in assessment/receive services
- Change in circumstances
- No longer requires services
- Declined assessment
- Person has died
- Other - see case notes

Of those not completed 127 have a reason of "other – see case notes"

A test was undertaken, and it would take 12 mins to check each record therefore to check 127 records would exceed the 18 hours threshold.

Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the "appropriate limit"). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link: [http://www.opsi.gov.uk/si/si2004/uksi\\_20043244\\_en.pdf](http://www.opsi.gov.uk/si/si2004/uksi_20043244_en.pdf)

The Regulations set out the cost limit for Government departments and for other public authorities. For local government, Regulation 3 states that the cost limit is £450 and Regulation 4(4) states that the prescribed hourly rate is £25. Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA.

I am satisfied the cost limit applies to your request and will explain why this is the case, explanation as above.

6. What's the ratio of closed applications with no assessment compared to successful applications with an assessment?

Ratio of approx. 1-10

7. What's the normal amount of time you try to get hold of someone before just cancelling the application for a social care assessment?

No normal time, dependent on individual circumstances of the request for assessment.

8. Is it normal for WIGAN MBC to process a social care assessment within 72hrs from the application being accepted by the intake team?

All requests are considered and screened on a priority basis for allocation of social care staff to complete assessment and/or offer information, advice and guidance.

If by "to process a social care assessment", you mean to complete the assessment then this would depend on the level of complexity and many factors including communication needs, any disabilities, mental capacity, availability of the person/referrer, consent, health needs, safeguarding concerns, wishes etc.

We have the option of completing an Urgent Assessment and Support Plan, should we be concerned about providing immediate support within 72hrs. Further full Supported Self-Assessment would then continue if appropriate.