



**Information Governance**

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**Please contact Information Governance**  
Direct line 024 7683 3323  
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10<sup>th</sup> December 2015

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**  
**Request ID: REQ00614**

Thank you for your request for information relating to adult social care referrals and direct payments.

**a) Please can you confirm when a person has registered with adult social services how long does it takes to receive an assessment by a social worker the shortest waiting time and the longest waiting time ?**

The assessment process starts from first contact- social care begin gathering information from the person/their representative at that point. Appropriate information would also be provided to the person/referrer.

Following first contact, if further assessment is required, a social care practitioner would make contact with the person/their representative. According to our records, since April 2015, the shortest length of time between first contact and a social care practitioner attempting to make contact in order to continue the assessment was the same day and the longest length of time was 45 days. Situations are prioritised according to risk and timescales are altered accordingly.

**b) How long do they have to wait to receive direct payments what is the shortest waiting time and what is the longest waiting time ?**

In response to (b) above, we have estimated that it will cost more than the 'appropriate limit' to consider your request.

Section 12 of the Act allows public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for a local authority is set at £450. This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

However, if you pay the fee as set out in this notice, your request will be processed. The estimated cost of processing your request is **£8350** in order for: 668 files to be manually checked at approximately 30 minutes per file. This charge has been calculated in accordance with Section 13 of the Freedom of Information Act 2000 and the Freedom of Information Fees Regulations.

Payment can be made via the Council web site. To do this, go to [Pay Online](#), select from the Account Group drop down menu Council & Democracy and Request for Information from the Account Type (it may take a moment for this option to appear). Please put your request reference number in the 'Account' box.

If you wish us to continue to process your request you should pay the fee within 3 calendar months by **10<sup>th</sup> February 2016**. If we do not receive payment of the fee by this date, I will take it that you do not wish to pursue this request and will consider the request closed.

Alternatively it may be possible that you could narrow down the scope of your request, for example, by being more specific about what information you particularly wish to obtain, including any dates or periods of time relevant to the information required. **Please note** though that any reformulated request will be treated as a fresh request.

Alternatively, you may want to look at the information we already publish to see if what you are looking for is already available via the Council's FOI/EIR [Disclosure Log](#); [Publication Scheme](#); [Facts about Coventry](#) or [Open Data](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk).

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email: [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

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