



Coventry City Council

Information Governance Team

Postal Address:

Coventry City Council

PO Box 7097

Coventry

CV6 9SL

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI669447215**

Thank you for your request for information relating to Care Act assessments.

You have requested the following information:

**I am a student studying Artificial Intelligence and Statistics, currently working on a project to design a system to address the backlog of Deprivation of Liberty Safeguards (DoLS) assessments and other mental health assessments. As part of my research, I am gathering data to better understand the operational and workforce challenges local councils face in managing these assessments. I would appreciate your assistance in providing the following information:**

**1. No. of adults awaiting care act assessment ?**

303 people as at 5/1/2025. Please note that this excludes transitions.

**2. No. of adults awaiting care act assessment for over 6 months ?**

119 people.

**3. No. of adults who are overdue by 12+ months for Care Act reviews ?**

There are currently 1,427 people waiting for a review for over 12 months.

**4. Is The Authority using a Case management Software and which one? (some examples are Mosaic, Liquid Logic, Eclipse)**

CareWorks - Care Director.

This is contract reference COV CG/002/Adult on our contracts register -

<https://www.coventry.gov.uk/contractsregister>

**5. Can you provide details of how many licences the Authority is using for its Case Management Software?**

We have a site wide licence.

**6. If the Authority is not using a Case Management Software, how is it managing the workload?**

Not applicable.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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 [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**