



**Information Governance Team**

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27 March 2023

Dear Sir/Madam

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

**Request ID: FOI494010458**

Thank you for your request for information relating to waiting times for care packages.

You have requested the following information:

**For the current financial year and for 21/22 please could you provide:**

- 1. The median time (in days) taken to assess a referral made to adult social services for an assessment of needs. Please include new referrals as well as re-assessment of existing clients.**
- 2. The single longest wait (in days) taken to assess an individual after a referral to adult social services. Please include new referrals as well as reassessments. This should include any support package, whether delivered directly by social services or commissioned by them in any other way.**
- 3. The median time (in days) taken between the completion of assessment and the start of a service identified within their care and support. Please include new referrals as well as re-assessment of existing clients.**
- 4. The single longest wait (in days) between the completion of assessment and the start of a service identified within their care and support. This should include any support package, whether delivered directly by social services or commissioned by them in any other way.**

**For example:**

**21/22**

**Median time to assess = 7 days, Single longest wait = 45 days, median time for package to begin 12 days, single longest wait = 30 days**

**22/23**

**Median time to assess = 8 days, Single longest wait = 67 days, median time for package to begin 13 days, single longest wait = 44 days**

**5. The number of people who have died awaiting the start of an initial package of social care in 2022/23.**

For Questions 1 to 5, we hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). 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.

This information is not routinely captured and will be held in the actual care record. As the information is held in a non-reportable format, it would require an officer to manually review each record to identify the information held. To illustrate the number of records to check, for the previous financial year there were 2,265 review records alone. It has therefore been estimated this would exceed the 18-hour limit under the Act. Your request has been refused under section 12(2) of the Act.

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**