



## Response to Request for Information

Reference      FOI 0315116  
Date            23 March 2015

### ***Adult Social Care Processing***

#### **Request:**

- How many professionals work within the department that collect relevant information from residents, that then needs to be inputted into the system?
- How much of their time (i.e. per officer) is spent inputting collected data from residents into the system, during a typical working day, and then week? (i.e. 1 hours a day, for 5 days in a week)
- What is the overall process from collecting the relevant data, to inputting it into which system, to someone verifying/checking the data, for the data to be transferred to another system, etc? (so that I can build up a workflow process of what happens to the collected data from a back office perspective, which we would check to see if part or all of the process can be automated by our RPA software)

If a member of the FOI team could pass this request to the relevant officer working within the Adult Social Care department that can help me, I would be grateful?

- Finally, the last question being = please can you pass me the name and contact details of the main officer that would be able to help me with the specific questions regarding the processing / technical fit – that works within the Adult Social Care department?

#### **Response**

With reference to your above questions, I can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 as we do not hold the data in the format you have requested and would have to conduct a survey to establish the time spent on entering data. We would therefore have to undertake a significant piece of project work in order to provide you with answers to your questions.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 2.5 days of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

*“(a) determining whether it holds the information,*

*(b) locating the information, or a document which may contain the information,*

*(c) retrieving the information, or a document which may contain the information,  
and*

*(d) extracting the information from a document containing it”.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

As such I believe that the aggregated time that it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).