

30 March 2021
Our ref: 6990305

Thank you for your request received on 3 February 2021, for the following information:

- 1. Does the Council offer Reablement services?**
- 2. Is the service delivered in house or by external/outsourced supplier/s?**
- 3. If external/outsourced please name the supplier(s)?**
- 4. How many service users per year go through the reablement service?**
- 5. What is the average time a service user spends in the reablement service?**
- 6. What is the annual spend on reablement?**
- 7. How many FTE staff work on the reablement service?**
- 8. Is your reablement contract a standalone service or is it combined with a wider Home Care / Domiciliary Care contract/ service?**
- 9. When does the current reablement contract end?**
- 10. What KPIs (Key performance Indicators) are used for the service/ the service is measured against?**
- 11. What is the performance against these KPIs over the past 12 months?**

We have processed this request under the Freedom of Information Act 2000.

Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemption Section 43 (2) apply to some of the information requested. The remaining information is not withheld and is below.

1. Does the Council offer Reablement services?

Yes

2. Is the service delivered in house or by external/outsourced supplier/s?

External

3. If external/outsourced please name the supplier(s)?

The Barnet Group – Your Choice Enablement (YCE).

4. How many service users per year go through the reablement service?

Due to the Covid-19 pandemic there is a new process of discharge to assess, therefore reporting is not available at this time.

5. What is the average time a service user spends in the reablement service?

We take an individual approach to each client depending on their assessed needs therefore, reporting is not available at this time.

6. What is the annual spend on reablement?

£930,842

7. How many FTE staff work on the reablement service?

Data not held.

8. Is your reablement contract a standalone service or is it combined with a wider Home Care / Domiciliary Care contract/ service?

Stand alone.

9. When does the current reablement contract end?

Contract extended 21/11/21 with additional extension to 31/03/22.

10. What KPIs (Key performance Indicators) are used for the service/ the service is measured against?

See refusal notice below.

11. What is the performance against these KPIs over the past 12 months?

See refusal notice below.

Refusal Notice

We consider that the qualified exemption set out in Section 43 (Prejudicial to commercial interests) subsection (2) applies to the information requested. Therefore, we have decided to withhold the information.

The interests are commercial in nature, relating to commercial dealings and are not merely financial. Disclosure would prejudice these interests.

The harm to the service provider would be the disclosure of commercially sensitive information given in confidence, which would be likely to give competitors access to this information.

The harm to London Borough of Barnet would be reputational in the commercial world, and may adversely affect their ability to engage with third parties in the provision of services in the future.

In applying this exemption, we have had to balance the public interest in withholding the information against the interest in favour of disclosure.

Factors in favour of disclosure

- Furthering the understanding, and participation in the public debate of issue
- Facilitate the accountability and transparency of public authorities for decisions taken
- Facilitate accountability and transparency in the spending of public money
- Allowing individuals to understand decisions made by public authorities affecting their lives and, in some cases, assist individuals in challenging those decisions

Factors in favour of withholding

- Council and contractors position in a competitive environment, market sensitivity of information and potential usefulness to competitors;
- Negative effect on competitiveness if competitors were to have access to information;
- Need to obtain value for money.

In all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct

marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.