

20 April 2021
Our ref: 7152540

Thank you for your request received on 22 March 2021, for the following information:

1. Does your local authority use social care case management system(s)? If so, please list the name of the supplier(s).
2. What is the contract start date for your Social care management supplier? (dd/mm/yy)
3. What is the contract end date for your Social care management supplier? (dd/mm/yy)
4. What was the annual cost of your social care management supplier(s) for the financial year 19/20 (April 2019 - March 2020)?
5. Does your organisation use any other third-party systems or service providers to support your organisation with social care management or care assessments? If yes, please fill out the below for all third-party systems used-

Joint Funded Agreements

6. Does the social care team at the local authority have an agreement in place for funding joint packages of care including Section 117 Aftercare?
7. If Yes, please state which agreement below is in place for funding joint packages of care including Section 117 aftercare, as seen below-
 - A) A 50:50 share of costs for all cases
 - B) A different share of costs e.g., 40:60, 30:70 (please state the share used)
 - C) A share of costs calculated on a case-by-case level using an algorithm
 - D) Other (please state)
8. How many people were covered by joint funded packages of care as of 1st March 2021?
9. What was the annual cost to the local authority for joint funded packages of care for the financial year 19/20 (April 2019-March 2020)?

Deferred CHC Assessments

Due to the suspension of the continuing healthcare (CHC) processes in March 2020, CCGs and LAs had a backlog of deferred assessments for people who would have normally been assessed for CHC.

10. How many deferred Care Act Assessments for CHC cases did the local authority have in its backlog as of the 1st September 2020?
11. How many deferred Care Act Assessments for CHC cases did the local authority have left to complete on the 1st March 2021?

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

Response

1. Does your local authority use social care case management system(s)? If so, please list the name of the supplier(s).

See attached.

2. What is the contract start date for your Social care management supplier? (dd/mm/yy)

See attached.

3. What is the contract end date for your Social care management supplier? (dd/mm/yy)

See attached.

4. What was the annual cost of your social care management supplier(s) for the financial year 19/20 (April 2019 - March 2020)?

See refusal notice below as we are applying the exemption under Section 43 (2).

5. Does your organisation use any other third-party systems or service providers to support your organisation with social care management or care assessments? If yes, please fill out the below for all third-party systems used.

N/A

Joint Funded Agreements

6. Does the social care team at the local authority have an agreement in place for funding joint packages of care including Section 117 Aftercare?

See attached.

7. If Yes, please state which agreement below is in place for funding joint packages of care including Section 117 aftercare, as seen below.

See attached.

A) A 50:50 share of costs for all cases

B) A different share of costs e.g., 40:60, 30:70 (please state the share used)

C) A share of costs calculated on a case-by-case level using an algorithm

D) Other (please state)

8. How many people were covered by joint funded packages of care as of 1st March 2021?

9. What was the annual cost to the local authority for joint funded packages of care for the financial year 19/20 (April 2019-March 2020)?

Deferred CHC Assessments

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10. How many deferred Care Act Assessments for CHC cases did the local authority have in its backlog as of the 1st September 2020?

See refusal notice below as we are applying the exemption under Section 12.

11. How many deferred Care Act Assessments for CHC cases did the local authority have left to complete on the 1st March 2021?

See refusal notice below as we are applying the exemption under Section 12.

Refusal Notice

I can confirm that London Borough of Barnet holds the information you requested. However, we are withholding some of that information since we consider that the following exemptions apply to it.

Question 4.

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.

Section 2 (commercial interests) - disclosure would or would be likely to prejudice the commercial interests of the council or a third party.

S43 Commercial Interests factors

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

The interests of London Borough of Barnet & Servelec and the public interest have been considered.

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

The harm to London Borough of Barnet & Servelec would be the disclosure of commercially sensitive information given in confidence, which would be likely to give competitors access to information which would help them to develop or improve competing products.

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

Questions 10 & 11

We are refusing your request under Section 12 because we estimate that compliance with your request will exceed the "appropriate limit" under section 12. The appropriate limit is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester. Since the suspension of CHC we would need to extract this data manually by searching individual records and this would exceed the limit.

We have calculated that it will take approx. 41.5 hours to comply with your request. Our calculation is as follows:

2,490 cases x 2 minutes = 4980 / 60 = 83 hours

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.