

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
24 December 2024  
Our ref: 13581056

Thank you for your request received on 3 December 2024, for the following information:

**Under the Freedom of Information Act 2000, I would like to request your kind assistance in providing information about your guidelines and requirements for Supported living.**

**This request relates to the following:**

**Age Groups:**

- \* 18-24 years old
- \* 25-65 years old

**Service User Bands:**

- \* Mental Health
- \* Learning Disabilities or Autism Spectrum Disorder
- \* Care Leavers

**I would be grateful if you could provide information on the following:**

- 1. Framework Specification: A detailed specification of the Regional Framework for Supported living, outlining requirements for accommodation and support for the age groups and service user bands mentioned above.**
- 2. Support Categories: An overview of the categories of support required, including any distinctions between 'all-inclusive' support and support tailored to the assessed needs for these groups.**
- 3. Safeguarding and Independence: Activities and measures that service providers are expected to carry out to safeguard service users and prepare them for independence.**
- 4. Quality Standards:**

**Details of the quality standards expected from service providers for the age groups and service user bands listed above.**

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- 5. Weekly fees paid for 18-24 The weekly fees paid, inclusive of support hours and accommodation, for semi-supported accommodation placements for**

individuals aged 18-24.

**6. Weekly fees paid for adults (18-65 and 65+)** The weekly fees paid, inclusive of support hours and accommodation, for supported accommodation placements for adults aged 18-65.

**7. Support Hours Costs:** The weekly fees paid for the provision of services for different hours of support for the age groups stated above.

**8. Decision Criteria for Service Providers:** The decision-making process that Social Services use when selecting service providers for these age groups.

**9. Approved Provider List:** Steps required to enable a service provider like us to be included on your Approved Service Providers List.

**10. Regional Framework Registration:**

Guidance on registering as a service provider on the Supported Accommodation / Living Regional Framework. If possible, please share a link or the contact details of the relevant person responsible for referrals. I understand that this is a detailed request, and I truly appreciate your time and effort in addressing these enquiries. If any of the information is not readily available, I would be grateful for any guidance or partial responses that you are able to provide. Thank you in advance for your support.

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

## **Response**

*Under the Freedom of Information Act 2000, I would like to request your kind assistance in providing information about your guidelines and requirements for Supported living.*

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**Thank you in advance for your support.**

### **S12 - Cost limit (Exceeds Appropriate Limit)**

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 Regulation 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.

We have calculated that it will take approx.26 hours to comply with your request.

Our calculation is as follows:

Approx. 1,500 records at 5mins per record =7,500 min = 125 hours x £25 /hour = £3,125.

This is due to having to search and compile data within the requested categories, however the element of support needs is the individual's and their needs are varied and unique and based on individual person centered assessment.

### **Advice and Assistance**

To reduce the cost you would have to reduce and reframe the FOI request, possibly by reducing categories or scope of request to reduce the cost.

### **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](http://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](mailto:foi@barnet.gov.uk). Or by post to Records & Information Management Service, Assurance Group, 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](http://www.ico.org.uk)). There is no charge for making an appeal.