

This matter is being dealt with by:

Name Jilly Walden

Reference: NCC-037990-19

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**Nottinghamshire
County Council**

02 July 2019

**Request for Information: Ref NCC-037990-19
Appeals against decisions relating to adult social care**

Thank you for your request for information relating to appeals against decisions relating to adult social care. I can now let you have the following information in response to the questions you raised.

1. How many appeals against decisions relating to adult social care from:

- 1. Adults aged over 65**
- 2. Adults aged 18-64 with learning disability support as the primary support reason**
- 3. Adults aged 18-64 without learning disability support as the primary support reason have been lodged in each of the financial years 2015/16, 2016/17, 2017/18 and 2018/19?** The Council has a complaints process for people to use if they are unhappy about any aspect of the social care process, please see the following link on Nottinghamshire County Council "NCC" website: [Social care complaints | Nottinghamshire County Council](#).

2. In how many appeals against decisions relating to adult social care from:

- 1. Adults aged over 65**
- 2. Adults aged 18-64 with learning disability support as the primary support reason**
- 3. Adults aged 18-64 without learning disability support as the primary support reason has an initial decision not to grant support been overturned in each of the financial years 2015/16, 2016/17, 2017/18 and 2018/19?**

3. In how many appeals against decisions relating to adult social care from:

- 1. Adults aged over 65**
- 2. Adults aged 18-64 with learning disability support as the primary support reason**
- 3. Adults aged 18-64 without learning disability support as the primary support reason has the local authority been ordered to increase the level of support to be provided in each of the financial years 2015/16, 2016/17, 2017/18 and 2018/19?**

Over the last 12 months to date there have been more than 2.485 complaints received by the Council's Complaints and Information Team in relation to adult social care. The information you have requested in Question 2&3 is not recorded centrally in a way that would allow us to readily extract it and it would require a manual search of individual records to identify the detail you have requested.

You may be aware that there is a statutory limit to the amount of time authorities are required to spend retrieving and collating information in order to respond to a request. This is defined in the Fees and Appropriate Limit Regulations and currently stands at 2.5 days or 18 hours. We estimate that it will take one officer in excess of 2.5 days to locate the information you have requested.

There are 2,485 case records and allowing for 10 minutes per record it will take in excess of 414 hours or 17 working days to extract the level of detail you have requested. Under Section 12 of the Freedom of Information Act we are not obliged to process requests that exceed this limit.

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, [click here](#) to see the Disclosure logs.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the

Team Manager,
Complaints and Information Team,
County Hall,
West Bridgford,
Nottingham,
NG2 7QP

or email : FOI@nottscc.gov.uk.

Yours sincerely

Name : Jilly Walden
Position: Complaints information and Mediation Officer
Nottinghamshire County Council