

16 May 2018

Our Ref: RFI 23281

Dear

**Freedom of Information Act 2000
Information in Relation to Self Directed Support Waiting Times**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 20 April 2018.

A response to each of the questions raised has been provided by the Nursing, Primary Care and Older People's Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled you have the right to seek a review within the Trust in the first instance. You should write to the: Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**Catherine Treanor (Miss)
Information Governance Assistant**

Q1. How many people have a Self Directed Support package in the South Eastern Trust area?

A1. Within the Trust area 3365 have had a service initiated through Self Directed Support.

Q2. How many people aged 65 and over have a Self Directed Support package in the South Eastern Trust area?

A2. Within the Trust area 1898 people aged 65 and over have had a service initiated through Self Directed Support.

Q3. After a patient is referred for Self Directed Support, what is the average length of time taken to reach step 7 in the Self Directed Support Pathway ('Support individual to implement plan') in the South Eastern Trust?

A3. Within the Trust area staff follow the Department Of Health guidance in relation to care management processes including assessment and case management of health and social care needs. In reaching 7 step of the Self Directed Support pathway timeframes vary according to individual decisions taken regarding plans chosen. The outcome is dependent on many variables including choices made, access to providers, and meeting access NI requirements.

Q4. Since January 2016, how many people aged 65 and over have waited 3 months or more, after referral for Self Directed Support, to reach step 7 in the Self Directed Support Pathway in the South Eastern Trust?

Q5. Since January 2016, how many people aged 65 and over have waited 6 months or more, after referral for Self Directed Support, to reach step 7 in the Self Directed Support Pathway ('Support individual to implement plan') in the South Eastern Trust?

Q6. Since January 2016, how many people aged 65 and over have waited 12 months or more, after referral for Self Directed Support, to reach step 7 in the Self Directed Support Pathway ('Support individual to implement plan') in the South Eastern Trust?

A4-6. The information requested is not centrally held. To obtain this information would require a manual review of records.

This would exceed the 'Appropriate Limit' as defined by the Freedom of Information Act 2000. The Trust therefore exempts the release of this information under Section 12(1).

12.-(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice.