

35422

Since March 2020, how many clients have had their one-to-one support hours a) increased and b) reduced?

How many clients have had their hours reinstated to the levels received prior to the COVID-19 lockdown in March 2020?

Unfortunately, we are unable to provide you with the information you have requested as the cost to the Council of locating, retrieving and providing you with the information exceeds the statutory maximum of £600.

Our system does not allow us to automatically calculate this figure and therefore, a manual check of each individual service user's record would need to be carried out. Since March 2020, 9,548 people have received a service and, we calculate that, taking around 2 minutes per record, it would take an officer in excess of 315 hours to provide the information requested.

Since March 2020, how many clients have had their shared support hours a) increased and b) reduced?

We are unable to answer as our service provision is individually contracted and we do not record support as 'shared'.

How many clients have had their financial contributions decreased to reflect any changes to contracted hours?

We do not hold this information.