

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** FOI-17-0442 - Contact Details  
**Date:** 31 March 2017 14:01:07  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED]

Thank you for your information request of 15 March 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**Could you please provide the names and contact details of:**

**1. The support organisations who provide support for self-directed support recipients within your local authority.**

Due to the nature of the question it is very difficult to answer as “support organisations” potentially covers a myriad of suppliers of goods, activities and services and is further complicated due to “who provide support” dependant on the meaning of support, which will impact on the response to this question.

Option 1 – Direct Payment - the personal budget is paid directly to the supported person to meet their eligible assessed outcomes and support needs. By virtue of this, they choose, manage and administer the budget, and support arrangements, which are individual to each supported person. This is a complex picture and contact is required with all option 1 recipients to ascertain this information. In order to establish which support organisations are being used, 293 service users would have to be contacted. At a cost for staff time of £15 per hour we can calculate that answering this information request would cost in the region of £732.50.

This is in excess of the £600 maximum and ACC would not therefore be required to provide the information, under Section 12 of the Freedom of Information Act 2002: Excessive Cost of Compliance.

Option 2-Directing Your Support – the supported person chooses the support that will best meet their needs and who they will receive support from. The Council or third party makes arrangements. ISF provision in the city is supported by and not restricted to (this information which is publicly accessible):

<https://aberdeencity.mylifeportal.co.uk/Search/SearchResults?new=True&query=-xxxx&TagCategory=402>

Option 3- Council Chooses and arranges services - this information is publicly accessible via the contracts register:

[http://www.aberdeencity.gov.uk/council\\_government/about\\_us/ContractsRegister.asp](http://www.aberdeencity.gov.uk/council_government/about_us/ContractsRegister.asp)

Option 4 – a mixture of above.

As this information is otherwise accessible, it is exempt from disclosure. In order to comply with its obligations under the terms of Section 16 of the FOISA, ACC hereby gives notice that we are refusing your request under the terms of Section 25(1) - Information Otherwise Accessible - of the FOISA.

**2. The payroll agents who provide support for self-directed recipients within your local authority.**

Payroll providers are encouraged to register on the MyLife Aberdeen Portal and it is for the supported person to choose payroll support provision. Some supported people opt to utilise payroll software. Payroll provision is supported by and not limited or restricted to (this information is publicly accessible):

<https://aberdeencity.mylifeportal.co.uk/Search/SearchResults?new=True&query=->

[xxxxx&TagCategory=403](#)

As this information is otherwise accessible, it is exempt from disclosure. In order to comply with its obligations under the terms of Section 16 of the FOISA, ACC hereby gives notice that we are refusing your request under the terms of Section 25(1) - Information Otherwise Accessible - of the FOISA.

We hope this helps with your request.

Yours sincerely,

Nicky Leiper  
Information Compliance Officer

### **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Information Compliance Team  
Communications and Promotion  
Office of Chief Executive  
Aberdeen City Council  
3rd Floor North  
Business Hub 17  
Marischal College  
Broad Street  
ABERDEEN AB10 1AQ

[foienquiries@aberdeencity.gov.uk](mailto:foienquiries@aberdeencity.gov.uk)

01224 523827/523602

Tel 03000 200 292

\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan. Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)