

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

1. Please list all the providers of homecare services that your Council commissions

Person Centred Domiciliary Services and Contracted Service Providers

Always There Homecare Ltd

Personal care(Spot)

Specialist ABI/Complex (Spot)

Mental Health (Cost & volume) – 300 hours per week

Amicare – Personal Care (Spot)

Care UK Homecare

Personal Care (Cost & Volume) – 800 hours per week

Children & families (Spot)

Carewatch Care Services

Personal Care(Cost & Volume) - 800 hours per week

Children & Families (Spot)

Housing 21 – Personal Care (Spot)

Direct Health UK Ltd.

Personal care(Cost & Volume) - 800 hours per week

Specialist ABI/Complex (Spot)

Domiciliary Care Services – Personal Care (Cost & Volume) - 800 hours per week

Help At Home – Personal Care (Cost & Volume) – 800 hours per week

New Horizons Care Limited – Specialist ABI/Complex (Spot)

Westminster Home Care Limited Services – Personal Care (Cost & Volume) – 800 hours per week

2. Please list the start and end date of their contracts

All above contracts started in January 2009 following the tendering exercise in November 2008. These contracts will end in October 2013.

3. How many staff does each contractor employ to provide this service? (If the exact number is not known, please give an approximate number)

We don't have access to this information. Therefore, this letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council.

4. Please can you also indicate the nature of each contract? (i.e. whether they are spot contracts or guaranteed a certain number of hours)

Please refer to the response to Question 1.

5. If the contractors are paid for guaranteed hours, please indicate how many each contractor is allocated

Please refer to the response to Question 1.

6. Do you have any in-house provision of homecare services? If so how many hours in total allocated?

No internal homecare.

7. Does your Council commission homecare visits of 15 minutes?

Yes.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: info-requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.