

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) The total number of clients/individuals provided with services for Over 65s under the council's domiciliary (care in one's own home) care services budget, broken down by the last three financial years.

Financial Year	Number of clients over 65
2012/13	3020
2011/12	2810
2010/11	2816

2) The names of any and all companies contracted by the council to deliver domiciliary care services, broken down by the last three financial years. If your council also provides these services itself, please include the name of your council in the list of providers.

[Please find the relevant information attached.](#)

3) The number of complaints received by the council for each provider of domiciliary care per financial year. Please provide the data in the following table format. Please add in extra rows in columns 3 and 4 where the number of providers exceeds two.

Financial Year	Number of Over 65 Clients	List of Provider Companies	Number of Complaints
2012/13		Help at Home	1
		Carewatch Care Services	1
		Housing 21	1
2011/12		Carewatch Care Services	1
		Always There Homecare Ltd	2
2010/11		Amicare	1
		Caremark	1
		Care UK	1

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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.