

## 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. In each of the below years how many local authority commissioned domiciliary care visits lasted a) less than five minutes, b) less than ten minutes, c) less than 15 minutes, d) less than 30 minutes**

**2. In each year what was the total amount of time spent on local authority commissioned domiciliary care visits?**

This information is not held in a format that enables reporting on call durations; to try and extract the information for the last 3 years would exceed the appropriate limit of £450. This represents the estimated cost of one person spending more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the data. We estimate it will take 195 hours to process your request.

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

**3. In each year what was the total budget for local authority commissioned domiciliary care visits?**

	Gross Budgets
	Independent Sector
2010/11	8,392,100
2011/12	7,097,400
2012/13	11,759,800
	27,249,300

**4. In each year what is the smallest length of time recorded for a local authority commissioned domiciliary care visit?**

This again would exceed the appropriate limit of £450 requiring a manual trawl of all the Electronic Care Monitoring Data from all 10 providers for the 3 year period in question.

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

**5. In each year what is the minimum length of time permitted for a local authority commissioned domiciliary care visit?**

15 minutes.

**I would like the information for each question for each of the below financial years**

- a. 2010-11**
- b. 2011-12**
- c. 2012-13**

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](mailto: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](http://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.