

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 provide a copy of the response you provided to questions C13-C19 and C26-28 of the Equality and Human Rights Commission's 'Close to home' inquiry report on older people and human rights in home care.

For reference, a copy of the questionnaire is available on pages 79-83 of the research report here:

[http://www.equalityhumanrights.com/uploaded_files/rr89 -
older_people_final.pdf](http://www.equalityhumanrights.com/uploaded_files/rr89_-_older_people_final.pdf)

Please find attached.

2. Please provide updated responses to these 10 questions to cover the period since November 2012.

No change to responses other than C19a answered below.

3. In relation to question C19a, has the minimum amount paid risen, fallen or stayed the same since 2010-2011? If it has risen or fallen, by how much?

Risen by 15p to 12.33 Average

4. a. Please give details of how you monitor home care contracts.

Home care contracts are monitored through Quality Assurance Framework (QAF), Notification of Concern, Complaints, Electronic Care Monitoring, Quarterly Provider Meeting and CQC report monitoring.

b. On how many occasions in the past five years has your monitoring revealed discrepancies in information provided by a company about services provided?

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £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 information.

To review all provider activities over the period requested would exceed the appropriate limit. The task would require the trawl of all relevant systems in order to ascertain the minute details on each provider. As an example but not exhaustive, we would have to check Notification of Concerns (NOC), complaints, contract monitoring visits for each of the 12 providers with submissions made each week in some cases.

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.

c. Please give details of occasions on which action was taken for any breaches of contract.

No breaches

5. In the past three years has the level of monitoring increased, decreased or stayed the same? In the case of increase or decrease, please provide details.

Level of monitoring has increased as Quarterly Provider Meetings have been introduced.

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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.