

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:

I wish to request the following information regarding your Adult Social Care provisions. All of the below questions are in specific relation to adult day centres for older people and citizens with learning disabilities, residential homes and home care.

1. How much and what adult social care provision do you out source?

Adult Social Care Day Care - Currently 90% outsourced and 10% in-house.
Adult Home Care - Domiciliary Support Service is 100% outsourced. in-house provides only re-ablement service.
Residential Home - 90% outsourced and 10% in-house.

2. If you have out sourced any of the above mentioned services, when was this and what savings or losses have been made as a result?

Home Care – since 1998
Residential Home Care – since 1998
Day Care – since 1998

Information regarding potential savings or losses is not held. 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.

3. Have these services been reviewed since being out sourced and what has the feedback from citizens been?

Contracts Assurance Section of the Council undertakes annual contracts monitoring of the above services which includes customer surveys of users and their feedback. The response has been positive and issues identified have been addressed in consultation with users, carers, providers and commissioners.

Care Management Section also undertakes annual reviews of users and any concerns about the provision of services are followed through the established procedure of Notification of Concerns. These NOC's have been formally taken up with the providers and appropriate actions were followed to resolve the identified issues. Logs of such concerns are also kept to ensure quality is not affected.

4. What services have been considered for out sourcing but not approved and why?

The Council does not hold 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.

5. What is the budget allocation for adult social care?

The total Adult Social Care Net revenue budget for 2013/14 is £87,536,000.00

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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.