

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. What percentage of local authority commissioned domiciliary care visits were delivered in 15 minutes or less (i) since April this year (ii) in each of the last two financial years?**

(i) 3.5% at present

(ii) 6% (2012/13) the percentage figure for 2011/12 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.

- 2. Have you made any changes to your policy regarding the delivery of 15-minute visits in the past 12 months?**

The council commissioned a new framework agreement for domiciliary support services in October 2013. In consultation with providers it was agreed that no new 15 minute calls would be commissioned under the framework agreement. In addition the council committed to decommission 15 minute calls during the first year of the framework agreement; to date the council has nearly halved the number of 15 minute calls. The need for 15 minute calls within an extra care setting is being explored

- 3. What proportion of (i) domiciliary care (ii) all social care is provided by (a) in house services (b) private sector providers (c) charity/third sector providers (d) social enterprise providers? Please provide figures (i) since April this year, (ii) for each of the last four financial years.**

(i) (a) the council has a re-ablement service not a domiciliary care service; (b) 99.90% (c) 0.10% (d) 0%

(ii) domiciliary support service (b) 100% (c) 0% (d) 0% over the last four financial years

- 4. What is the average hourly rate at which you commission domiciliary care services from external providers for (i) those aged 18-64 (ii) those aged 65+? Please provide figures (a) since April this year, (b) for each of the last four financial years.**

- (a) (i) and (ii) The current average hourly rate for domiciliary support service users is £12.45, this is not an age specific service.
- (b) (i) and (ii) The previous average hourly rate for all domiciliary support service users was £12.38, this was not an age specific service and this was the same rate for 2010/11, 2011/12 and 2012/13.

5. For how many people have you regularly provided social care for the purpose of supporting people to wash, bath or shower outside of the home (due to the inaccessibility of their home, or for other reasons) (i) since April 2014 (ii) for each of the last four financial years?

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.

Leicester City Council commissions over 20,000 hours of domiciliary support each week. It is not possible to report trawl through each individual service user's case file to ascertain the purpose of the domiciliary support service they receive.

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.

6. Do you have a specific policy regarding providing washes to social care recipients? If so, please provide it.

There is no specific policy. The council assesses social care needs and looks to provide services that will meet the needs of the individual concerned.

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

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

**Information Governance Manager
Leicester City Council
Bosworth House
Ground Floor**

9 – 15 Princess Road West
LEICESTER LE1 6TH
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 may also seek independent advice from the Information Commissioner at:

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

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.