

## 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:**

**Which? (the Consumers' Association) is researching domiciliary care for those aged over 65.**

**I am writing to request information under the Freedom of Information Act 2000. In order to assist you with this request, I am outlining my query as specifically as possible.**

**I have attached an excel spreadsheet with the questions on it that I ask below in the email. If you are able to respond by completing the spreadsheet, it would make it easier for me to collate your answers. However, if this isn't practical for you, please respond by email or post (further details at the bottom of the email).**

Please find attached a copy of your spreadsheet, which we have completed where feasible, given the nature of our response to the question concerned. Our full response to each question is however given in blue text below.

**I would like to know the following information as it applies in the financial year 2011-2012:**

**1. Please tell me your standard charges (assuming that the client is paying full price, having over £23,250 capital) for the following domiciliary services to those aged over 65:**

**a. Personal care (e.g. getting up, washing, getting dressed etc) – hourly rate.**

£11.25 per hour (Home Care – Standard Charge per Hour)

**b. Domestic help (e.g. shopping, laundry etc.) - hourly rate(s).**

£11.25 per hour (Home Care – Standard Charge per Hour)

**c. Home care services (e.g. cleaning curtains, turning mattresses, repairs and gardening) – hourly rate(s).**

£11.25 per hour for those services provided via Home Care. (Home Care – Standard Charge per Hour)

However, small home maintenance jobs, e.g. plumbing, woodwork, unblocking and clearing gutters, repairing leaks, glazing windows and doors, minor brick work and plastering, minor repairs to garden walls, fences and gates are offered by the Council's Handyperson Service. This service is available for city residents in private sector housing who are over 60 years of age, disabled, single parents, or victims of crime in cases where the occupier(s) are unable to undertake the tasks themselves.

Charges for the Handyperson Service for 2011/12 are:

	Labour Charge Per Hour
Residents in receipt of means-tested benefits <i>(Income Support, Council Tax Benefit, Housing Benefit, Pension Credit)</i>	£11.75
Residents receiving Working Tax Credits	£18.00

Residents not in receipt of means-tested benefits	£25.00
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**d. Meals (at home or at a day care centre - please state both prices if they are different) - flat rate per meal.**

Meal (Mobile)	£2.95
Meal (Day Services)	£2.95
Meal (Lunch Club)	£2.95 minimum - £3.85 maximum.

**e. Transport (round trip to day care centre and back).**

Currently free of charge. However a 3-month consultation process about extending our charging policy to cover day care and transport started on Monday 8th August 2011.

**f. Careline (or similar telephone-based alarm service) - per week. Please include/tell us of any installation costs.**

This service is available to anyone living within the Leicester city boundary, irrespective of age, whether they rent or own their own property, or whether they live alone or with a partner or family.

Council tenants who are in receipt of any amount of Housing Benefit have the majority of the charges paid by Supporting People 16 pence per week would need to be paid by the tenant. Council tenants who are not in receipt of Housing Benefit are charged £2.84 per week for 50 weeks.

Customers who are not council tenants are charged £2.73 per week.

The installation/initial set-up charge for this service is £30.00.

**If you do not charge in the way I have suggested above, please can you describe the charge in the way it is usually described to those eligible, from your authority, for domiciliary care.**

Descriptions have been included in our responses a-f where applicable.

**2. What day care services does your authority offer to those aged over 65?**

The authority provides the following in-house day services:

- **Martin House (including NIA since merged)** - caters for older people with mental health issues, the majority also have physical disabilities.
- **Visamo (at Herrick Lodge)** - caters predominantly for Asian older persons with mental health issues, the majority also have physical disabilities.

In addition to this the Learning Disability Provider Service have a service for people who are ageing with a learning disability. The people that attend this group are not necessarily over age 65.

The Council also has contractual agreements with a range of external organisations for the provision of day care. These are shown in the spreadsheet provided at Appendix A.

**3. What are the charges for day care (please state whether per day or per session)?**

There is currently no charge for day care, with the exception of a charge of £2.95 for day services meals and £0.40 for day centre drinks.

However, as stated in our response to your question 1e above, a 3-month consultation process about extending our charging policy to cover day care and transport started on Monday 8th August 2011.

**4. Does your authority operate a weekly cap on charges per individual? If so, please confirm the cap(s) in place for the financial year for 2011-2012.**

Yes. The maximum charge per week is currently £203.00.

**5. If someone requires transport to get to a day centre, would your authority normally consider this as part of that person's assessed needs, such that it becomes part of the package for consideration within the means test?**

Yes, transport is considered as part of the assessment procedure to determine a person's eligibility for services, albeit that transport to and from Day Centres or community activities is then currently provided free of charge.

**6. Based on the FACs eligibility criteria (as set out in the Fair Access to Care Services, Department of Health Guidance, issued under section 7(1) of the Local Authority Social Services Act 1970), please confirm which of the following applies:**

**Subject to appropriate means testing, our authority supports:**

- a. Critical needs only;
- b. All critical and substantial needs;
- c. All critical, substantial and moderate needs;
- d. All critical and substantial needs, and some moderate needs.
- e. None of the above, we provide a different level of support.

Response B above applies, i.e. the council supports all persons assessed as having critical or substantial needs under the Fair Access to Care Services criteria.

**If the answer to this question is (d) or (e) then please provide a brief summary of the level of support provided by your authority.**

Not applicable, given that our response is B.

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

**Head of Information Governance  
Information and Support  
Leicester City Council  
FREEPOST (LE985/33)  
New Walk Centre  
LEICESTER LE1 6ZG**  
e-mail: [foia@leicester.gov.uk](mailto:foia@leicester.gov.uk)

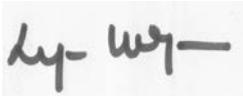
Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

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 Head of Information Governance before contacting the Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Wyeth', is positioned above the typed name.

**Lynn Wyeth  
Head of Information Governance**