

## Freedom of information requests NCC-036039-18 & NCC-036237-18

Thank you for your recent Freedom of information requests for the following information:

- 1) How many complaints did you receive from 2013-2019 (up until 11/2/2019) relating to care workers failing to show up when expected for a domiciliary home visit? I would like this information broken down by month and year please.
- 2) How often did care workers officially cancel visits from 2013-2019 (up until 11/2/2019)? I would like this information broken down by month and year please.
- 3) How often were care workers officially documented as being late to a home visit from 2013-2019 (up until 11/2/2019)? I would like this information broken down by month and year please.
- 4) How late were care workers to home visits from 2013-2019 (up until 11/2/2019)? If this information is available could I please have it broken down into the following categories: one hour late, two hours late, four hours late. I would also like this information broken down by month and year please.
- 5) How many complaints did you receive from 2013-2019 (up until 11/2/2019) in regard to care workers being late to home visits? I would like this information broken down by month and year please.
- 6) How many care workers do you currently employ who make domiciliary home visits? Could I have the numbers from 2013 to 2019 (up until 11/2/2019)?
- 7) How many domiciliary home visits were made from 2013 to 2019 (up until 11/2/2019)?

Nottinghamshire County Council can advise the information you have requested in points 1 & 5 is reasonable accessible to the applicant under Section 21 of the freedom of information Act via the following link:

<https://www.nottinghamshire.gov.uk/council-and-democracy/freedom-of-information/disclosure-log/home-care-complaints>

Nottinghamshire County Council "NCC" can advise for the outstanding points 2,3,6,7 we do not routinely collate or hold the information.

I trust the above information is of assistance to you. If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk) quoting the reference number above

With kind regards

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