

Date: 12th February 2019

Ref: FOI12337

Information and Records
Management
Law and Governance Directorate
London Borough of Camden
Town Hall
Judd Street
London.
WC1H 9JE
e-mail: foi@camden.gov.uk

Dear Requester

Thank you for your request for information dated the 11th February 2019 about domiciliary homecare visit complaints. We have dealt with this under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are as follows:

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.*

We are sorry but we only hold data for the last four years. Please see below.

A. *so far in 2019 (Up until 23/1/2019) - 0*

B. *2018 - 4*

C. *2017 - 3*

D. *2016 - 1*

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.*

We are sorry but we do not hold or record this information.

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.*

We are sorry but we do not hold or record this information.

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.*

We are sorry but we do not hold or record this information.

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.*

Please see the information provided in Q1 above, this information is not broken down as requested.

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)?

We do not employ any care workers directly.

7) How many domiciliary home visits were made from 2013 to 2019 (up until 11/2/2019)? Please break these figures down by month and year.

We are sorry but we do not hold or record this information.

Further Information:

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

Your Rights

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to foireviews@camden.gov.uk or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website www.ico.org.uk may be useful.

Yours sincerely

Tanya Bryant
Information & Records Management Officer
E-mail: foi@camden.gov.uk
Phone: 020 7974 2850