31 January 2019

FREEDOM OF INFORMATION REQUEST – 94/19

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

Under the Freedom of Information Act 2000, Please tell me:

1. How many complaints you have received related to carers failing to turn up to a domiciliary HOME care visits on time e.g. a complaint about a carer arriving late in...

   A. so far in 2019 (Up until 23/1/2019)
   B. 2018
   C. 2017
   D. 2016

2. How many of these involved a carer turning up over 1 hour late in:

   A. so far in 2019 (Up until 23/1/2019)
   B. 2018
   C. 2017
   D. 2016

3. Out of these what was the longest wait a service user had to wait for a carer to arrive at their when late:

   A. so far in 2019 (Up until 23/1/2019)
   B. 2018
   C. 2017
   D. 2016

4. How many complaints have you received related to carers failing to turn up to a domiciliary care visit at all in:

   A. so far in 2019 (Up until 23/1/2019)
   B. 2018
   C. 2017
   D. 2016
Response:

Rutland County Council had received zero complaints related to carers failing to turn up to a domiciliary HOME care visits on time or at all from 2016 to 23.01.2019.

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If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council