

CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference FOI 000226
Date 21 June 2016

Home Care Provision

Request:

- Details of the total number of home visits to clients by homecare providers that were due to take place in March, April and May 2016, or the last three months that data is available for, and the total number of clients covered by this.
[383,337 - approximately 950 clients](#)
- Of those visits, how many of them (as a number, not as hours) were electronically recorded by the Electronic Call Monitoring system used by the council?
[225, 642 visits delivered](#)
- A list of providers whose calls were logged under the ECM system for the above months.
[Agincare](#)
[C&S Care](#)
[Mears](#)
[Custom Care](#)
[Homecare Support](#)
[Housing and Care 21](#)
[Prospect Tree](#)
[Radis](#)
[Sevacare](#)
[Woodford](#)
[Allied \(until 25.05.16\)](#)

In addition, I would like to request the following details from your Electronic Call Monitoring records for all home care visits funded by the council in the three months above.

How many hours should the home care visits for which ECM was used have taken in total?

[179,443 planned](#)

How many hours of attendance and work were actually completed and recorded?

[152,425 actual](#)

How many visits were cancelled by the client?

In respect of your above question, it has been established after careful consideration that the Council does not hold the above information. Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

How many of the visits that took place were less than 15 minutes in duration?

20,649

How many of the visits that took place were less than 10 minutes in duration?

0

How many of the visits that took place were less than 5 minutes in duration?

0

How many of the visits that took place started late?

20%

How many of the visits that took place were 30 or more minutes late?

25,533

How many of the visits that took place were 60 or more minutes late?

None

How many of the visits that took place were 90 or more minutes late?

None

How many of the visits that took place were 120 or more minutes late?

None