



**Information Governance Team**

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**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ05356**

Dear Sir/Madam.

Thank you for your request for information relating to complaints regarding care workers.

You have requested the following information:

- 1) How many complaints did you receive from 2013-2018 relating to care workers failing to show up to a home when expected for a visit - I would like this information broken down by month and year please.**
- 2) How often did care workers cancel visits from 2013-2018? I would like this information broken down by month and year please.**
- 3) How often were care workers documented as being late to a home visit from 2013-2018? I would like this information broken down by month and year please.**
- 4) How late were care workers to home visits? Could I please have this information broken down into the following categories: half an hour late, one hour late, two hours late, four hours late, over four hours late. I would also like this information broken down by month and year please.**
- 5) How many complaints did you receive from 2013-2018 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 have making home visits in your area compared to 2013, 2014, 2015, 2016, 2017 and 2018? Could I have this information broken down by years please.**
- 7) **How many home visits were made in the years from 2013-2018? Could I have this information broken down by years please.**

We hold the information which you have asked for but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

We estimate that because the information is not recorded in a format that would allow us to extract a relevant report, retrieving the information would require a manual check of circa 1000 plus records which would take over the 18 hours allowed under the FOIA.

Your request has been refused under section 12(2) of the Act.

However, in order to fulfil our obligations under Section 16 of the FOI Act to advise and assist you, we advise that we would be able to provide information regarding the number of Care Workers employed by the Council. We would also be able to provide information for the number of domiciliary home visits.

Please let us know if you require this information. However, any reformulated request will be treated as a new request under the Freedom of Information Act 2000.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours sincerely

**Information Governance**