



North Tyneside Council

Freedom of Information Request FOI1288

Request:

1. Do you commission domiciliary care calls in increments of 15 minutes (i.e. 15, 30, 45, 60 minutes)? If not, which time increments do you commission?
2. Does your local authority directly deliver domiciliary care or is it outsourced to the private/third sector? If it's a split between the two, are you able to estimate what percentage is outsourced and what percentage is directly delivered?
3. Do your Social Workers have real-time access to their clients' domiciliary care-delivery records?

Submitted on 28/05/19.

Response:

1. Do you commission domiciliary care calls in increments of 15 minutes (i.e. 15, 30, 45, 60 minutes)? If not, which time increments do you commission?

Yes

2. Does your local authority directly deliver domiciliary care or is it outsourced to the private/third sector? If it's a split between the two, are you able to estimate what percentage is outsourced and what percentage is directly delivered?

All domiciliary care is outsourced to the private sector.

3. Do your Social Workers have real-time access to their clients' domiciliary care-delivery records?

No