



Reference: FOI0695

**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

This information is not held centrally. Complaints of this nature are dealt with by individual providers

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

This information is not held centrally. This information may be available from individual providers.

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

This information is not held centrally. This information may be available from individual providers.

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

Complaints of this nature would go directly to individual providers. The Authority customer complaints system does not allow interrogation to this level of detail

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