



Reference: FOI0729

Request:

I wish to obtain the following information under the Freedom of Information Act 2000

How many complaints did you receive from 2013-2019 (up until 11/2/2019) relating to care workers failing to show up when expected for a domiciliary home visit? I would like this information broken down by month and year please.

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

How often did care workers officially cancel visits from 2013-2019 (up until 11/2/2019)? I would like this information broken down by month and year please.

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

How often were care workers officially documented as being late to a home visit from 2013-2019 (up until 11/2/2019)? I would like this information broken down by month and year please.

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

How late were care workers to home visits from 2013-2019 (up until 11/2/2019)? If this information is available could I please have it broken down into the following categories: one hour late, two hours late, four hours late. I would also like this information broken down by month and year please.

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

How many complaints did you receive from 2013-2019 (up until 11/2/2019) in regard to care workers being late to home visits? I would like this information broken down by month and year please.

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

How many care workers do you currently employ who make domiciliary home visits? Could I have the numbers from 2013 to 2019 (up until 11/2/2019)?

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North Tyneside Council

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How many domiciliary home visits were made from 2013 to 2019 (up until 11/2/2019)?
Please break these figures down by month and year.

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