Further to your Information request FOI64894 please find your questions and our responses below:

- Of the total hours of home care commissioned by the Council and reported in its annual PSSEX1 return for 2011/12:

**Total Number per 11/12 PSSEX1: 347506**

- The proportion of those hours which were commissioned for each of the following client groups:
  - People aged 65 and over
    - $=175877 / 347506$
    - $= 50.6\%$
  - People aged 18 – 64 with a Learning Disability
    - $= 171628 / 347506$
    - $= 49.4\%$. For the PSSEX1 we included all Supported Living / domiciliary care as Homecare
  - People aged 18 – 64 with Mental Health needs
  - People aged 18 – 64 with a Physical Disability

It has been assumed that any PD Service Users receiving homecare would do so from our main external homecare expenditure, the hours of which have been captured and included under People aged 65+, in the absence of any detailed information, no estimation of a split between Elderly & PD was available, so all allocated to Elderly.

- For each of these client groups, the number of clients receiving home care during the year,

I have been advised we do not hold the information in the format requested.

- For each of these client groups, the proportion or number of clients receiving an intensive package of home care, defined as more than 10 hours per week and 6 or more visits per week, during the year,

I have been advised we do not hold the information in the format requested.

- For each of these client groups, the proportion of hours of home care which were provided by the independent sector during the year

100% of hours provided by the independent sector

- A list of the independent sector providers which the Council uses for home care, including:
- The volume of hours commissioned for each client group from each provider (or the total volume commissioned from each provider if a breakdown by client group is not available)
- The gross cost of the home care commissioned from each provider

<table>
<thead>
<tr>
<th>Provider</th>
<th>Hours/week</th>
<th>Approx Cost /week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appleberry Care</td>
<td></td>
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<tr>
<td>Bluebird Care</td>
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<tr>
<td>Care Response</td>
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<td>Caremark</td>
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<td>Carewatch</td>
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<td>Comfort Care</td>
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<td>Complete Care</td>
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<td>Excel</td>
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<td>Golden Rose</td>
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<td>Guardian</td>
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<td>Halcyon</td>
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<td>Leonard Cheshire</td>
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<td>Oxford House</td>
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<td>Primary Healthcare</td>
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<td>Radian Support</td>
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<td>Universal Care</td>
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<td>Zion</td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>£4,162</strong></td>
<td><strong>£68,843</strong></td>
</tr>
</tbody>
</table>

Information is a snapshot of one week in April. Costs calculated on "core" costs, not broken into actual commissioned costs and so are approximate.

This concludes your request FOI64894.

If you require translation of the information you have been sent please do not hesitate to contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by
statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

________________________________________________________
Information Management Feedback Form
FOI64894

1) How would you rate our performance in relation to processing your request: Excellent Good Fair Poor

If you have answered Fair or Poor please suggest how we can improve:

__________________________________________________________________________________________

2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

__________________________________________________________________________________________
4) Prior to submitting your request did you search RBWM’s website? Yes/No
If Yes, why did you then need to submit a request (Highlight all that apply)?

- Information required not found
- Information found out of date
- Information not in required format
- Information insufficient to meet need
- Other please specify:

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.