I am writing on behalf of Chris Daniels to respond to your information request:

Domiciliary care services for the elderly in their own home. Homecare rates are agreed with each individual provider either via a tender or accreditation process and these details are not publicly available. However, the range of rates paid by RBWM for core homecare is £13.70 - £21.94

Domiciliary care services for adults under the age of 65 in their own home with specialist care needs such as learning disabilities, autism or physical disabilities. Many commissioned providers also provide services to these service areas and so the above range would also apply. It is possible that dependant upon the specialist nature of the tasks required providers may charge a higher rate for people with very complex needs, but this would be agreed on an individual basis with the provider in line with assessed needs.

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
Information Management Feedback Form

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.