I am writing on behalf of David Davies to respond to your information request:

**Homecare**

1 - Does your council commission homecare visits of 15 minutes (or less)? – Yes, only when the care can be delivered in that timeframe. We do not commission any less than 15mins.

2 - What proportion of your homecare visits are 15 minutes (or less)?
   Without intensive work to work this out from our multiple data systems it is not possible to provide accurate data. We estimate the volume is about 10-15%

3 - What proportion of your 15 minute (or less) visits include the delivery of any personal care*?
   Unable to provide this information due to systems

4 - Do you make it contractual condition that your homecare providers pay their care workers for their travel time?
   Not currently.

**Residential care for older people**

5 - What is the fee, or range of fees, that your authority currently pays for a) a week of residential care? b) a week of nursing care?
   a) Residential - £430.00 is the baseline fee for RBWM,
   b) Nursing - £575.00 is the baseline fee for RBWM,

6 - Compared with last 12 months ago have the fees that you pay providers for a) residential care b) nursing care
   i) increased
      Residential average 2012/13 = £511.00
      2013/14 = £492.00
      Apr/14+ = £522.00
   ii) stayed the same
   iii) decreased?
      Nursing average 2012/13 = £633.00
      2013/14 = £621.00
      Apr/14+ = £591.00

7 - Do you include as a contractual condition for your residential and nursing care providers minimum staffing levels in their homes overnight?
   YES

**Residential and homecare**
8 - What percentage profit margin for providers do you assume in your contract costing modelling? (for both homecare and residential care) There is no standard assumption for this margin, it is tested through procurement process.

9 - Do you make payment of the National Minimum Wage a contract condition for your homecare and residential care services? YES

10 - Have you ever asked to see pay records and/or other documentary evidence about the pay of care workers employed by care providers you commission in order to check National Minimum Wage compliance? NO

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

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF
Information Management Feedback Form

FOI66750

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:

   [Blank space]

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?

   [Blank space]

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:

   [Blank space]

   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.