

Mr. Callum Finn

Harrow Council
Civic Centre
Station Road
Harrow
HA1 2UL
19 January 2018
Our ref: 3796995

Dear Mr. Finn

Thank you for your request for information received on 18 January 2018.

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by Harrow Council. I have detailed below the information that is being released to you.

Your Request

Please can you tell me the following; (all questions are related to Domiciliary Care for adults 18 and over)

How many packages do you commission on a monthly basis?

The average number of packages commissioned each month is 228. This is for the period 1st April 2017 to 22nd January 2018 where there was a total of 2284 packages purchased.

Note: the figure for packages commissioned reflects the number of purchases (based on start date) made. One client may have had one or more purchases of domiciliary care, for example in the case of interim home care.

Do you have a framework in place? If yes: **No**

What type of framework is it? **N/A**

When does it expire? **N/A**

If you do have a framework in place, what % of care do you have to spot purchase outside of the framework? **N/A**

How do you commission care packages currently?

Through an purpose built I.T system ' if yes, which one

Yes - Mosaic

Through other IT system ' if yes, which one

Via Telephone - **Yes**

Via Email - **Yes**

We call providers to see if they will take care packages. This is then followed with an email and thereafter all the information is logged onto Mosaic.

How many providers are do you have registered, and how many are you actively using?

Registered – 21

Actively using – 7

What is the average hourly price you pay for Dom care?

£14.10

If you have any questions, please contact me on 020 8736 6786 or xxxxx.xxxxxxx@xxxxxx.xxx.xx.

If you are dissatisfied with the way your request for information has been handled, you can request an internal review of Harrow Council's decision by writing to:

Visva Sathasivam
Harrow Council
Civic Centre
Station Road
Harrow
HA1 2XF

Email: xxxxx.xxxxxxxxxxx@xxxxxx.xxx.xx

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office, Wycliffe House,
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/complaints/handling/complain>

There is no charge for making an appeal.

Yours sincerely

Vinal Chauhan
Complaints & FOI Officer
People Services
020 8736 6786
xxxxx.xxxxxxx@xxxxxx.xxx.xx