

## Request

I would like to request the following information regarding complex home care packages for adults aged 18+, except for questions 1, 2, 4 and 7 where information is required for both adults aged 18+ and children aged 0-18 years old.

For clarity, adults and children receiving complex care have substantial and ongoing healthcare needs, which require additional support to manage their symptoms. These can be the result of chronic illness, disabilities or following hospital treatment.

Home care refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).

Please provide data for the following financial years: 2019/20, 2020/21, 2021/22, 2022/23 and 2023/24 (projected) except questions 5 and 6 which require a current snapshot (instead of projections for 2023/24), and question 7 which only requires data for 2022/23. If any data for 2022/23 is not available, please provide budgeted figures for the year or the latest snapshot data that is available.

Where possible, please kindly include responses on the attached spreadsheet.

1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of complex home care for (a) adults aged 18+ and (b) children aged 0-18 years old.
2. Please provide the number of people in receipt of complex home care packages (all active packages during the year including those which started prior) for (a) adults aged 18+ and (b) children aged 0-18 years old.
3. Please provide the total number of complex home care hours delivered for adults aged 18+.
4. Please provide the total gross expenditure on complex home care packages during the year for (a) adults aged 18+ and (b) children aged 0-18 years old.
5. Please provide the lowest, mean and highest hourly rate for complex home care packages for adults aged 18+ for 2019/20 to 2022/23 as well as a current snapshot.
6. Please provide the lowest, mean and highest weekly fee for complex home care packages for adults aged 18+ for 2019/20 to 2022/23 as well as a current snapshot.
7. Please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages. Please provide data for the last financial year 2022/23 for (a) adults aged 18+ and (b) children aged 0-18 years old.
  - a. For each provider, please provide the number of complex home care packages in 2022/23 (all active packages during the year including those which started prior).
  - b. For each provider, please provide total expenditure in 2022/23 related to complex home care.

## Response

We do not hold the information that you have requested in an easily retrievable format. Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the "appropriate limit"). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link: [http://www.opsi.gov.uk/si/si2004/uksi\\_20043244\\_en.pdf](http://www.opsi.gov.uk/si/si2004/uksi_20043244_en.pdf)

The Regulations set out the cost limit for Government departments and for other public authorities. For local government, Regulation 3 states that the cost limit is £450 and Regulation 4(4) states that the prescribed hourly rate is £25. Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA.

I am satisfied the cost limit applies to your request and will explain why this is the case.

We do not record complexity of needs in a reportable manner. In order to give the specific information required (adults and children who have substantial and ongoing healthcare needs, which require additional support to manage their symptoms as a result of chronic illness, disabilities or following hospital treatment) it would be a manual look at each individuals record/support plan to see the comments made and identify them. This process would take us over the permitted 18 hours for Freedom of Information requests. It maybe more appropriate to request this from the NHS Integrated Care Board (Wigan) who would fund Continuing Health Care packages for support which are around people's healthcare needs or provide us with another measure to be able to report on i.e. home care packages over 'X' amount of hours per week.