

22 May 2018

**Our Ref:** RFI 22990

Dear

**Freedom of Information Act 2000  
Information in Relation to the Delivery of Homecare Services**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the outstanding information relating to the above which you requested on 21 March 2018.

A response to each of the questions raised in Section 4 has been provided by the Nursing, Primary & Elderly Services Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled you have the right to seek a review within the Trust in the first instance. You should write to the: Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

---

**For C Treanor (Miss)  
Information Governance Assistant**

#### **Section 4 – Commissioning**

**Q10. The total number of homecare visits commissioned by the Trust for people aged 65 and above;**

A10. The system held records hours of service provided rather than number of visits. The number of hours provided by the Trust for people aged 65 and above is 41,213.

**Q11. The percentage of homecare visits commissioned by the Trust for people aged 65 and above that were shorter than 30 minutes.**

A11. The information requested is not centrally held. To obtain this information would require a manual review of records.

This would exceed the 'Appropriate Limit' as defined by the Freedom of Information Act 2000. The Trust therefore exempts the release of this information under Section 12(1).

12.-(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice.