

FOI number: **HBC\_FOI\_2019007**  
Date FOI Received: **03/01/2019**  
Department: **Hertfordshire County Council** (Not Hertsmere Borough Council)  
Title: **Care home visits**  
Description: **The number of 15 minute, 5 minute visits in 2017 and 2018 and those missed or late.**

**Request:** *(As Redacted sent by requestor)*

Hi,

Please tell me how many home care visits of 15 minutes were commissioned by the council in a) 2018 and b) 2017

Please tell me how many home care visits of five minutes were commissioned by the council in a) 2018 and b) 2017

Please tell me how many home care visits were missed in a) 2018 and b) 2017

Please tell me how many home care visits were late in a) 2018 and b) 2017

Please tell me which firms were contracted by the council to carry out home care visits in 2018 and 2017.

Yours,

**Response:** *(Response as Redacted sent by service)*

Thank you for your query.

Hertfordshire is a two tier area and this service is not provided at a district level but by the County Council.

Therefore, please refer your FOI request to Hertfordshire County Council who will be able to help you.

Kind regards  
FOI