

Freedom of Information – Response – 26561

Under the Freedom of Information Act 2000, I would like to request copies of the following:

1. Complaints about homecare services:

- The total number of complaints received each year from 2020 to 2025 relating to homecare (domiciliary care) services.*
- Where available, please provide a breakdown of complaints by issue type (e.g. quality of care, missed visits, staff conduct, communication).*
- Please state whether these complaints relate to directly provided services, commissioned providers, or both.*

We can confirm that Suffolk County Council holds this information; however, it is exempt from disclosure under section 12 of the Freedom of Information Act 2000 (the Act).

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending two and a half working days in determining whether the Council holds the information, locating, retrieving and extracting the information.

When a public authority is estimating whether the appropriate limit is likely to be exceeded, it can include the costs of complying with two or more requests if the conditions laid out in regulation 5 of the Fees Regulations can be satisfied. Those conditions require the requests to be:

- made by one person, or by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign;
- made for the same or similar information; and
- received by the public authority within any period of 60 consecutive working days.

5 requests; 26561, 26562, 26563, 26564 and 26565 made by the same individual, have been received within a consecutive 60 working day period (all received on 10 November 2025), every request asked for information relating to Adult Social Care. Due to this we reasonably estimate that it will take us in excess of 18 hours/exceed £450 in order to respond to all of the requests received.

The Fees Regulations do not cover how to reconcile the ability to aggregate requests received over 60 consecutive working days however, the commissioners approach is to allow the aggregation period to only run up to 20 working days forward from the date of any single request under consideration to take into account the requirements of section 10(1). Request 26561 was received on 10 November 2025 and due to the volume of requests the Council had already received was placed under consideration for s.12 aggregation. 20 working days forward from 10 November 2025 is 08 December 2025 and as such request 26561 (received on 10 November 2025) and any other requests related to Adult Social Care received on or before 08 December 2025 from the same individual are caught within this exemption.

s.16 Advice and Guidance

In line with this and our duty under s.16 of the Freedom of Information Act 2000 to provide advice and assistance to requesters, please could you submit one request at a time and allow us to respond to this before submitting a new one.