

**CYNGOR SIR POWYS COUNTY COUNCIL**

**County Council  
15<sup>th</sup> July 2015**

**REPORT AUTHOR: County Councillor Darren Mayor, Portfolio Holder for Adult Social Care**

**SUBJECT: Question from County Councillor Gary Price**

**Can the Portfolio Holder provide details of the number of Home Care calls that have been missed per month in each of the Shires separately since April 2014?**

There is currently no national definition of a 'missed or late call' and Powys have historically defined calls delivered over 1 hour late as a 'Missed call'. This definition requires revision and consultation with our customers in the future as we seek to improve services and move to more flexible service delivery and customer ability to more flexibly use the support hours allocated to them.

Missed Calls Reported 1st April 2014 to 30th June 2015

