

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Please could you provide me with details of the council's "cautionary contacts list" (CCL) or similar database.

In essence, a CCL is an internal system or register which includes - but is not exhaustive to - potentially aggressive or abusive customers or members of the public, in an effort to protect council staff from potentially harmful situations, including physical assault and verbal abuse. It may be that this council has such a database, but refers to it by another name.

I would like the figures for the last two-and-a-half years please, where possible, i.e. for 2011, 2012 and the record as of May 21, 2013.

Under data protection laws, it is important that I do not receive the names or addresses of those people on the CCL. However, I do seek other details including the ages (if known), the length of time they have been on the list (if known), the reasons for their inclusion and the council department who may come into contact with the person (if known).

ANSWER

In 2010, Leicester City Council began development work on a new cautionary contacts system. As part of the development of this system, a number of records relating to the reporting of violent incidents were input into a test system. However, there were fundamental flaws in the system and the project was abandoned. We still hold the test system data about violent incidents but this gives no accurate indication about people that the council may consider a cautionary contact.

In 2012, the council began development work on a new system. This will link to a broader council-wide customer record system and will allow for the capture of cautionary contacts. This work is on-going and as yet the information you require does not exist.

The Council does not hold this information. Therefore this letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager

Information and Support

Leicester City Council

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: FOIA@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.