

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 provide me with the following information in relation to your local authority or health and social care trust:

NB: I require separate data for the financial years 2011-12 and 2012-13. Please also break each answer down to give a separate response for qualified social workers, as set out below.

- 1. How many frontline social care professionals* do you currently employ in adult social care services? (FTE)**
 - 2. How many incidents of violence, verbal abuse or harassment against frontline social care staff* did you record in the financial years 2011-12 and 2012-13 in adult social care services?**
 - 3. How many frontline social care professionals* do you currently employ in children's services? (FTE)**
 - 4. How many incidents of violence, verbal abuse or harassment against social care staff* did you record in the financial years 2011-12 and 2012-13 in children's services?**
- Qualified social workers, including senior social workers, assistant team managers and team managers if applicable**
 - Other care staff, including residential and domiciliary care workers and 'paraprofessionals' such as social work assistants**
 - Figures relating to part-time staff should be rounded up and included within the overall figures for full-time equivalent (FTE) staff. Please do not provide a headcount.**

ANSWER:

Please see below table for answers. We are unable to give you details on violent incidents as these are not recorded as a separate incident on our systems but are put onto each case record. For us to find out the figures you require we would have to look through 1060 cases.

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 more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the information.

We estimate it will take 88 hours to process your request. This is calculated as there are 1060 names to check against that particular database and to look through each case would take five minutes.

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. We do have a duty to advise and assist you in refining your request under s16 of the Act, so please don't hesitate to contact us if you need help in refining your request.

	Number of qualified social workers (FTE)	Number of other care staff (FTE)	Number of violent incidents 2011-12		Number of violent incidents 2012-13	
			Qualified social workers	Other care staff	Qualified social workers	Other care staff
Adult social care	127	390				
Children and young people	156	219				

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.