

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 documents that describe or relate to those procedures in place for responding to enquiries from media organisations or customers by telephone, email, your website, Facebook or Twitter accounts during those hours outside of your normal core working times.

Please provide documents that relate to the above procedures in the following instances: 1. routine enquiries, 2. civil emergency situations, 3. business continuity situations that are not civil emergencies

Please provide documents that describe or provide information about:

a. Any out of hours staff rotas the council operates in the above context (please release documents describing the schemes)

b. Who participates in these rotas (please release documents including job titles of individuals and number of participants involved)

c. What duties those participants are expected to perform (please supply documents describing their roles and responsibilities in these out of normal working hours instances)

d. Whether participation in these rotas or other schemes is voluntary or compulsory (state which)

e. What remuneration or other benefits staff receive for participating in the rota or scheme including standby allowances and further payments in the event of being called upon to do some work

Please note that I am not interested in individual officers or their names. I want to understand the schemes the council has in place, who is involved and how the schemes work.

ANSWER

- 1. We do not handle routine enquiries out of hours, only emergencies. For routine enquiries the main Council number is 0116 2527000 upon calling it quotes an out of hours number to call in the event of an emergency (0116 2544344). Please see link below that takes you to the customer services pages with a list of out of hour emergency numbers on there.**

<http://www.leicester.gov.uk/contact-us/phone-us/>

2. For Civil Emergency Situations Leicester City Council along with the local resilience forum has robust plans in place which would cover many different eventualities. The plans are designed to cope with any emergency irrespective of how, where or when it occurs. The plans can be found at <http://www.localresilienceforum.org.uk/library/> and are therefore accessible elsewhere under s21 of the Act.

Please find attached the 8.1 Communications Cell Emergency Plan.

3. Please also find attached the Council's Corporate Business Continuity Plan.

I can confirm that we also hold the names of some of the officers and their contact details. However we are withholding that information since we consider that to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

4. Please find link below that explains the council's pay and reward arrangements for out of hours remuneration. The relevant paragraphs are 3.7 and 3.8.

<http://www.leicester.gov.uk/your-council-services/council-and-democracy/key-documents/conditions-of-service/section-three/> .

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.