

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:

i) Any minimum standards for the number of social workers which are on call during the out of hour's periods.

Children services have always had qualified social workers covering out of hours, previously this was the joint arrangement between Leicester, Leicestershire and Rutland. From the 1st October we implemented a Leicester City Children Only out of hour's service; this covers three distinct shift patterns: 7am - 3pm, 3 - 11pm, and 11pm - 7am. Currently, the overnight shift has a minimum of one social worker on call but on occasions there are two.

ii) The number of times the available number of social workers have fallen below the minimum number required during out of hours periods (broken down each month since January 2011).

This data has only been collected from the 1st October 2013. To date, there have been no occasions where a social worker was not available.

iii) The number of contacts made to the children services department during office hours each month since January 2011 AND the number of these calls which were answered/unanswered AND the number of these calls which were passed on to a social worker.

iv) The number of contacts made to the children services department out of hours number each month since January 2011 AND the number of these calls which were answered/unanswered AND the number of these calls which were passed on to a social worker.

We do not hold data prior to the 1st October 2013; 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 figures from October onwards are as follows:

Calls taken in October 2013		
7am – 3pm	3pm – 11pm	11pm – 7am
201	101	6
326	119	6
353	187	11
210	108	15

279	103	18
Totals		
1369	618	56
Calls taken in November 2013		
289	151	15
359	117	18
379	191	6
395	189	3
Totals		
1422	648	42
Calls taken in December 2013		
395	189	3
376	181	11
412	187	18
115	57	5
Totals		
1298	614	37

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: info-requests@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.