

## 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:

- 1. For each of the last two financial years (09/10) and (10/11) please state how many council-employed carers were the subject of complaints which were upheld in whole or in part.**

In 2009/10 there were three council-employed carers who were the subject of complaints processed under the statutory social care complaints procedure, where the complaint was upheld either in full or in part. One of the two complaints concerned encompassed two council-employed carers.

In 2010/11 there were no council-employed carers who were the subject of complaints processed under the statutory social care complaints procedure, where the complaint was upheld either in full or in part.

- 2. Please provide a breakdown of the nature of the upheld complaints for each year in the following categories:**

		2009/2010	2010/2011
i)	<b>Physical abuse</b>	None	None
ii)	<b>Verbal abuse</b>	None	None
iii)	<b>Financial abuse</b>	None	None
iv)	<b>Medication error</b>	None	None
v)	<b>Sexual abuse</b>	None	None
vi)	<b>Other</b>	Two (one of these complaints encompassed 2 carers; the other resulted in staff training and a review of policy)	None

N.B. The above information reflects complaints processed under the statutory social care complaints procedure.

3. Please provide a breakdown of the type of disciplinary action taken against carers for each year as a result of upheld complaints making sure to specifically record the number of carers dismissed as a result.

Year	Types of Disciplinary Action Taken against Carers	No of Carers Dismissed
2009/2010	None	None
2010/2011	None	None

N.B. The above table reflects disciplinary action arising from complaints processed under the statutory social care complaints procedure.

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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 Head of Information Governance using the details below.

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

**Head of Information Governance**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [foia@leicester.gov.uk](mailto: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](http://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 Head of Information Governance before contacting the Commissioner.

Yours sincerely

**Lynn Wyeth**  
**Head of Information Governance**