

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:

Could you please provide me with the following information?

1. Within your Adult Social Care Department, how many teams specifically deal with elderly care?

The provision of adult social care support to elderly persons is specifically and expressly within the remit of 17 teams within our Care Management sector and a further 12 teams within our Care Services sector. These teams are listed at Appendix A.

Our Care Management sector is structured to reflect the care pathway and comprises the following services:

- Single Point of Contact (Triage/screening, advice, guidance and signposting)
- Intermediate Care/Reablement and Rapid Response Community Support
- Locality Services (3 area-based services, East, South and West, responsible for case management of older people, learning disability, adult mental health and physical disability cases)
- Safeguarding unit.

Whilst there are a number of Team Leaders within our Single Point of Contact Service, each responsible for managing specific staff members, the service operates as a single service under a single name.

Within each of our 3 Locality Services and our Single Point of Contact service, there are Care Management Officers with specific responsibility for dementia care.

2. What are these teams called?

Please find attached at Appendix A, a list of all the teams and operational units working with elderly people, together with their postal address and contact details.

3. The address and contact details for each team?

Please see Appendix A.

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.

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May I apologise for the delay in response and for any inconvenience this may have caused to you.

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

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 Head of Information Governance before contacting the Commissioner.

Yours sincerely

Lynn Wyeth

Head of Information Governance