

## **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. How many incidents of violence, verbal abuse or harassment against social care staff\* did you record in the financial year 2010-11?**

**\*Please break this down in the following format:**

**Adult services**

**Children's services**

**Qualified social workers**

**Qualified care staff, excluding social workers**

**'Paraprofessionals' or support staff, e.g. social work assistants**

**Team leaders and frontline managers**

Please find attached at Appendix A, the requested breakdown of recorded incidents of violence, verbal abuse or harassment against social care staff during the period 1<sup>st</sup> April 2010 – 31<sup>st</sup> March 2011. Please note that figures for Agency staff are recorded as one single category of staff. Whilst we have been able to identify the number of incidents recorded in respect of agency staff working for social care, these are not broken down by the worker types you list above as this information is not held.

- 2. Of those incidents, how many resulted in staff being off work for more than three days?**

There were seven incidents which resulted in staff being off work for more than three days.

- 3. Do you have a written policy on tackling violence against social care staff, which is designed specifically for social care staff and not other groups of workers?**

**\*If so, when was this policy last reviewed and updated? Was it in the last a) year, b) two years, or c) more than two years ago?**

We have a corporate policy that is designed to encompass all Council workers. There is no specific policy solely for social care staff.

- 4. Do you have risk assessment procedures designed specifically for social care staff?**

**\*If so, when were these procedures last reviewed and updated? Was it in the last a) year, b) two years, or c) more than two years ago?**

Each manager is responsible for producing risk assessments for their staff. Review dates therefore vary across our range of services. Operational managers are however required to review risk assessments on an annual basis, in accordance with corporate policy.

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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 Information Governance Manager using the details below.

May I apologise for the delay in responding to your request and for any inconvenience this may have caused.

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](mailto:foia@leicester.gov.uk)

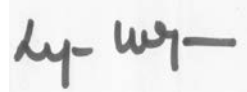
Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

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 the Information Governance Manager before contacting the Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Wyeth', is placed on a light grey rectangular background.

**Lynn Wyeth**  
**Information Governance Manager**