

## **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:**

**We are writing to request you send us by email:**

- **The information you have available to families with children with SEN and disabilities on your key-working services. In particular, we would like to receive information on the process for parents to gain support from someone fulfilling a key-working function and any eligibility criteria that may apply**
- **Your local authority's policy and/or strategy on key working**
- **The number of key workers in your area and the caseload they support**
- **Information on how key working is funded in your area and the total budget allocated**

Our Special Education Service, which is responsible for overseeing statutory assessment procedures and statements, employs four casework officers (3 FTE). Their role is to closely manage cases and progress them through the statutory assessment process. As part of this there is considerable contact with some families, however this is not in a key-working capacity as I understand it. Families do have a named officer who handles their case.

The local authority commissions Voluntary Action Leicestershire to run a Parent Partnership Service. Again they do not have anyone with Key Worker as a job title, but there are three paid full-time staff who work closely with families to support parents through the statutory assessment process and with SEN issues in general. The Service also deploys approximately six volunteer parent support workers in this capacity.

Leicester has been selected to be one of the SEN Green Paper Pathfinders in partnership with Northamptonshire. The Pathfinder project refers to Key-Workers, but as yet a precise definition of this role has not yet been decided, nor, anyone appointed. Initial discussions suggest the role will be one of working alongside families who are undergoing a new, single-assessment of education, health and care needs.

We also deliver an Early Support service for disabled children and their families through our 23 Children's Centres in Leicester. Early Support provides a keyworker system of co-ordination of support and services to those families and is delivered by a range of family support and learning staff. The total number of staff trained across the city to deliver Early Support is 33 and the current number of children receiving early support is: 149.

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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.

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.