

## **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:**

**This email is a request under the FOIA relating to the Toller Road Residential Home in Leicester, owned and run by Castlebeck.**

**To begin with, could you please confirm you are the authority which chairs the local adult safeguarding board in relation to the above hospital/home.**

**If so, I would like to know the following.**

- 1. How many safeguarding alerts were raised about this place between 1 October 2007 and 30 April 2011?**
- 2. For each one, please give the date it happened; who brought it to your attention (employee, social worker eg); the details of what is alleged to have happened; which other agencies were involved and the outcome**

**Please do not use any names of staff or patients to avoid breaching the data protection laws, and redact out any personal information.**

Leicester City Council can neither confirm nor deny it holds any information relevant to your request as the duty in s1(1)(a) of the Freedom of Information Act 2000 does not apply, by virtue of the following exemptions:

Section 30(3) Investigations  
Section 40(5) Personal Information  
Section 41 Information provided in confidence  
Section 43 Commercial Interests

Confirmation or denial that any other information exists could provide reassurance to the general public that the home is effectively managed. However, it could also hinder investigations, should any be underway, or prevent people from coming forward if they know the Council must release such information into the public domain. It could also have an adverse impact on the commercial viability of the home or those individuals working there.

The Authority reports incidents that have been recorded and / or investigated in care homes to the Government, these statistics are published on the NASCIS website. <https://nascis.ic.nhs.uk/>. This can assure the public that the Council monitors and inspects care homes regularly.

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](mailto: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](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.