

Our ref: iw13/12/35210

Directorate for Children's Services
Director: **John Coughlan CBE**

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Dear Elaine

Re: Information Request CRM Ref. iw13/12/35210

Thank you for your request for information dated 24 December 2013

- i) **Any minimum standards for the number of social workers which are on call during the out of hours periods.** The minimum number of social workers on call during out of hours is 2.
- ii) **The number of times the available number of social workers have fallen below the minimum number required during out of hours periods (broken down each month since January 2011).**
None
- iii) **The number of contacts made to the children services department during office hours each month since January 2011 and the number of these calls which were answered/unanswered and the number of these calls which were passed on to a social worker.**
- iv) **The number of contacts made to the children services department out of hours number each month since January 2011 and the number of these calls which were answered/unanswered and the number of these calls which were passed on to a social worker.**

Please note that the information recorded is based on the following:

- All contacts we record have been answered – either by a Social Worker or member of the receiving team.
- Calls passed to a social worker – for contacts recorded by Duty every contact outcome is discussed with a Social Worker.

The reporting Period is 01/01/2011 to 30/09/2013 and for all contacts on children aged under 18 taken by a Children Service team.

	2011												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
During Office Hrs	472	505	609	464	727	706	666	606	633	625	699	445	7157
Out of Office Hrs	111	107	82	100	116	98	92	82	124	134	86	108	1240
Grand Total	583	612	691	564	843	804	758	688	757	759	785	553	8397

2012													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
During Office Hrs	586	581	571	459	584	511	619	448	433	570	598	407	6367
Out of Office Hrs	112	115	128	68	171	170	170	168	129	135	127	163	1656
Grand Total	698	696	699	527	755	681	789	616	562	705	725	570	8023

2013										
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Total
During Office Hrs	593	441	321	454	539	618	605	407	344	4322
Out of Office Hrs	129	117	170	145	182	187	122	133	163	1348
Grand Total	722	558	491	599	721	805	727	540	507	5670

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Please contact me again if you require any further assistance on this matter and I will do my best to provide relevant help and advice.

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Yours sincerely



Jackie Hazell
Departmental Information Guardian
 for Community Wellbeing and Social Care