



Enquiries to: Information Team

Our Ref: 7188006

John Hanlon

Email: request-742197-93cecbc3@whatdotheyknow.com

Date: 21 May 2021

Dear Mr Hanlon

Freedom of Information Request

Thank you for your recent request received 29 March 2021. Your request was actioned under the Freedom of Information Act 2000. Firstly, please accept our apologies for the delay in sending this response.

Liverpool City Council confirms that it holds some of the information relevant to the terms of your request as detailed below.

You asked: -

- 1. The number of official complaints the Council has received from its own Officer's in relation to alleged wrongdoings since 2010?*
- 2. For each of these official complaints please provide the service area they relate to and the date they were made?*

Our response: -

By way of explanation, Have Your Say is the Council's procedure for dealing with most complaints. Complaints from Council officers are excluded under the scheme except where the employee is an external user of Council services. The Council keeps records of formal complaints for six years after a case is closed, therefore we have information dating back to 2015.

Council officers and members of the public can use the Whistleblowing procedure to record concerns of illegal or illegitimate practices by Council officers. The Whistleblowing procedure allows referrals to be made anonymously. The Council keeps records of Whistleblowing cases for six years after a case is closed, therefore we have information dating back to 2015.

In light of the above:

1. There were no formal complaints in relation to alleged wrongdoings received under the Have Your Say procedure since 2015. There were four Whistleblowing cases where the referrer was not anonymous and confirmed they were an employee of Liverpool City Council.
2. For the four Whistleblowing cases: -

Service area	Date made
Adult Services & Health	October 2016
Adult Services & Health	February 2019
Adults Safeguarding	October 2019
Licensing, Public Protection and Streetscene	May 2021

This concludes our response.

The City Council will consider appeals, referrals or complaints in respect of your Freedom of Information Act 2000 and you must submit these in writing to Informationrequests@liverpool.gov.uk within 28 days of receiving your response.

The matter will be dealt with by an officer who was not previously involved with the response and we will look to provide a response within 40 days.

If you remain dissatisfied you may also apply to the Information Commissioner for a decision about whether the request for information has been dealt with in accordance with the Freedom of Information Act 2000.

The Information Commissioner's website is www.ico.gov.uk and the postal address and telephone numbers are:-

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK95AF. Telephone 0303 123 1113, email mail@ico.gsi.gov.uk (they advise that their email is not secure)

I trust this information satisfies your enquiry.

Yours sincerely

Information Team

Liverpool City Council