**CITY** OF
**WOLVERHAMPTON**
C O U N C I L

# Response to Request for Information

**Reference**    FOI 002845
**Date**         8 October 2018

## *Complaints – Children's Social Services*

**Request:**

1.    For each of the five financial years 13/14, 14/15, 15/16, 16/17, 17/18 What was the total number of complaints your council received about children's social services? Please note, I'd like a breakdown for each financial year rather than a five-year total.
      2013-2014 = 171
      2014-2015 = 152
      2015-2016 = 128
      2016-2017 =  96
      2017-2018 =  90

2.    For each of the five years please state how many were A: upheld B: Partially upheld.
      2013-2014 = 69 were upheld and 23 were partially upheld
      2014-2015 = 39 were upheld and 48 were partially upheld
      2015-2016 = 39 were upheld and 48 were partially upheld
      2016-2017 = 20 were upheld and 34 were partially upheld
      2017-2018 = 25 were upheld and 32 were partially upheld

3.    For each of the five financial years how many complaints were made about an assessment of a child or any other action taken by the council under section 17 of the Children Act?
      2013-2014
      2014-2015
      2015-2016
      2016-2017
      2017-2018

4.    For each of the five financial years how many of these complaints were A: upheld B: partially upheld.
      2013-2014
      2014-2015
      2015-2016
      2016-2017
      2017-2018

5. For each of the five financial years how many complaints were made about an enquiry or any other action taken by the council under section 47 of the children act 1989?
2013-2014
2014-2015
2015-2016
2016-2017
2017-2018

6. For each of the five financial years how many of these complaints were A: upheld B: partially upheld.
2013-2014
2014-2015
2015-2016
2016-2017
2017-2018

In response to questions 3 to 6 above, your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

(a) states the fact,
(b) specifies the exemption in question and
(c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

**Section 12 - Exemption where cost of compliance exceeds appropriate limit**

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

*(a) Determining whether it holds the information,*
*(b) Locating the information, or a document which may contain the information,*

*(c)    Retrieving the information, or a document which may contain the information,*

*and*

*(d)    Extracting the information from a document containing it.*

*For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.*

The information appertaining to your request is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on.  To determine if we hold the requested information would require a full scale look into all 637 cases.  This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

Excess cost removes the City of Wolverhampton Council's obligation under the Freedom of Information, however under Section 16 – (the duty to provide advice and assistance, the Council may be able to provide answers to the request, should you wish to submit a refined request.