



22 September 2017

FREEDOM OF INFORMATION REQUEST – 1059/17

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

Under the Freedom of Information Act, please could you provide me with details of the council's 'cautionary contacts list' (CCL) or similar database.

A CCL is a system or register which lists potentially aggressive or abusive customers or members of the public, in an effort to protect council staff from potentially harmful situations, including physical assault and verbal abuse.

Individual departments may have their own lists, such as an "Adults Integrated System", or have a marker known as a Cautionary Contact Flag.

Under data protection laws, it is important that I do not receive the names or addresses of those people on the register. However, I do seek other details:

1. Age (if known)
2. The length of time they have been on the list (if known)
3. The reasons for their inclusion
4. The council department who may come into contact with the person (if known).

In all cases, the most recent data should be submitted (for example, data present on the date of this request). Unless stated otherwise, all data will be treated as correct on the date of making this request.

Response:

Rutland County Council does not hold a 'cautionary contacts list' (CCL) or similar database.

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been made and agreed, subject to any appropriate conditions. Any request to re-use the information should be made to me at the address below.

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council