



15 May 2019

FREEDOM OF INFORMATION REQUEST – 587/19

Dear Sir/Madam

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

Request / Response:

1. How many housing services staff with a customer facing role did you have working in the financial year 2017/18?

Answer:

*

2. How many assaults were reported against your housing services staff with a customer facing role in the financial year 2017/18?

Answer:

None

3. How many of the assaults were verbal?

Answer:

Not Applicable

4. How many of these assaults were physical?

Answer:

Not Applicable

5. How many housing services staff with a customer facing role did you have working in the financial year 2018/19?

Answer:

*

6. How many assaults were reported against your housing services staff with a customer facing role in the financial year 2018/19?

Answer:

*

7. How many of the assaults were verbal?

Answer:

*

8. How many of these assaults were physical?

Answer:

None

* In accordance with the Freedom of Information Act 2000 this email message acts as a Refusal Notice.

We can confirm that we hold the information however we are unable to supply it as we consider this information to be exempt due to the low number of individuals identified.

The Council is relying on Section 40(2) – personal information in that it believes the exemption applies because the information is personal information and we believe that disclosure would not be fair or lawful because it would breach the first data protection principle as outlined in Part 4, Chapter 2 of the Data Protection Act 2018. We consider that these individuals would have a reasonable expectation of privacy.

You are free to use any documents supplied for your own use, including for non-commercial research purposes. The documents may also be used for news reporting. However, any other type of re-use, for example by publishing the documents or issuing copies to the public will require the permission of the copyright owner, where copyright exists. Such a request would be considered separately in accordance with the relevant Re-use of Public Sector Information Regulations 2005 and is not automatic. Therefore, no permission is implied in the re-use of this information, until such a request to re-use it has 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 Data Protection Officer, 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
Business Support Team
Rutland County Council