Further to your Information request FOI65049 please find your questions and our responses below:

Please could you provide me with details of the council’s "cautionary contacts list" (CCL) or similar database.

In essence, a CCL is an internal system or register which includes - but is not exhaustive to - 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. It may be that this council has such a database, but refers to it by another name.

I would like the figures for the last two-and-a-half years please, where possible, i.e. for 2011, 2012 and the record as of May 21, 2013.

Under data protection laws, it is important that I do not receive the names or addresses of those people on the CCL. However, I do seek other details including the ages (if known), the length of time they have been on the list (if known), the reasons for their inclusion and the council department who may come into contact with the person (if known).

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

Response: I have been advised we do not hold this information.

This concludes your request FOI65049.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
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