Further to your Information request FOI65182 please find your questions and our responses below:

Please provide me with the following information in relation to your local authority or health and social care trust:

NB: I require separate data for the financial years 2011-12 and 2012-13. Please also break each answer down to give a separate response for qualified social workers, as set out below.

1. How many frontline social care professionals* do you currently employ in adult social care services? (FTE)
2. How many incidents of violence, verbal abuse or harassment against frontline social care staff* did you record in the financial years 2011-12 and 2012-13 in adult social care services?
3. How many frontline social care professionals* do you currently employ in children’s services? (FTE)
4. How many incidents of violence, verbal abuse or harassment against social care staff* did you record in the financial years 2011-12 and 2012-13 in children’s services?

* Please give separate responses for the following broad groups:
  
  - Qualified social workers, including senior social workers, assistant team managers and team managers if applicable
  - Other care staff, including residential and domiciliary care workers and ‘paraprofessionals’ such as social work assistants

Figures relating to part-time staff should be rounded up and included within the overall figures for full-time equivalent (FTE) staff. Please do not provide a headcount.

Response: Please see attached.

<table>
<thead>
<tr>
<th></th>
<th>Number of qualified social workers (FTE)</th>
<th>Number of other care staff (FTE)</th>
<th>Number of violent incidents 2011-12</th>
<th>Number of violent incidents 2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Qualified social workers</td>
<td>Other care staff</td>
<td>Qualified social workers</td>
<td>Other care staff</td>
</tr>
<tr>
<td>Adult social care</td>
<td>32fte (11/12) 32fte (12/13)</td>
<td>228fte (11/12) 222fte (12/13)</td>
<td>2*</td>
<td>3*</td>
</tr>
<tr>
<td>Children and young people</td>
<td>63fte (11/12) 53fte (12/13)</td>
<td>46fte (11/12) 41fte (12/13)</td>
<td>3*</td>
<td>2*</td>
</tr>
</tbody>
</table>

*We do not have a breakdown between Adult & Children’s staff
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
Maidenhead SL6 1RF
Information Management Feedback Form
FOI65182

1) How would you rate our performance in relation to processing your request:
   Excellent  Good  Fair  Poor

   If you have answered Fair or Poor please suggest how we can improve:

2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:

   
If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.