I am writing on behalf of David Davies to respond to your information request:

1. How many frontline social care professionals do you currently employ in adult social care services? (FTE)
   Adult Social Care
   Social Workers FTE 31.15   Others FTE 192.85

2. How many incidents of violence, verbal abuse or harassment against frontline social care staff* did you record in the financial year 2013-14 in adult social care services?
   Social workers – 3
   Other care staff – 5

3. How many frontline social care professionals do you currently employ in children’s services? (FTE)
   Social Workers FTE 35.7   Others FTE 138.61

4. How many incidents of violence, verbal abuse or harassment against social care staff did you record in the financial year 2013-14 in children’s services?
   Qualified social workers, including senior social workers, assistant team managers and team managers if applicable 2
   Other care staff, including residential and domiciliary care workers and ‘paraprofessionals’ such as social work assistants 0

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

David Davies

Information Management Assistant
Legal Services
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form

FOI66658

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