

NCC-028548-17 In House Counselling Services

I am writing under the Freedom of Information Act to request information regarding the in house counselling service that the Authority had prior to 2011.

Please supply me with the following information.

1. What were the waiting times for counselling during 2009 and 2010 and provide evidence to support this.
2. How many employees accessed the service, during the period 1.4.09 to 31.3.10 and 1.4.10 to 31.3.11?
3. What was the split between work related and personal issues?
4. Provide evidence that no assessment was made of the work related Impact of the referral

Thank you.

Prior to 2011 the Council provided an in-house employee counselling service provided by an employed qualified Employee Counsellor with additional input from sessional Counsellors on a self-employed basis. Under this model no formal record keeping was undertaken. Following a full and formal procurement process the Council appointed Care First (a division of Partnerships in Care Ltd), to offer counselling services to all NCC employees and the new service offer was launched in June 2011.

We hope this now satisfies your request, and should you have any further enquiry please do not hesitate to contact me directly on the details below.

In addition to the this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)
<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

This may be of interest to you also:

<http://www.nottinghamshire.gov.uk/media/125382/send-tribunals-ncc-026477-17.pdf>

For info, the Ministry of Justice publish data on an annual basis and the next publication is due any time for 2016/17 academic year but it only states how many were lodged by local authority and not the outcomes by local authority only nationally.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottsc.gov.uk.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

www.ico.gov.uk

Kindest Regards