

Information Governance Team

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10 September 2021

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI359104609**

Thank you for your request for information relating to Policy and procedure for allegations and complaints for Foster Carers.

You have requested the following information:

1. Your policy and process for managing and criteria for investigating complaints made against foster carers

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

[https://www.proceduresonline.com/coventry/childcare/user_controlled_lcms_area/uploaded_files/Fostering Standards of Care Policy 15 07 20 FINAL KR.docx](https://www.proceduresonline.com/coventry/childcare/user_controlled_lcms_area/uploaded_files/Fostering_Standards_of_Care_Policy_15_07_20_FINAL_KR.docx)

This exemption is not subject to the public interest test.

2. Your policy and process for managing and investigating allegations made against foster care workers.

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

https://coventrychildcare.proceduresonline.com/p_alleg_foster.html

This exemption is not subject to the public interest test.

Please note we have interpreted this question as relating to foster carers rather than members of staff.

3. Your written policy and process for referring foster care workers to a fostering panel.

a. Your written policy and process for appealing decisions made at the fostering panel.

For Questions 3 and 3a, following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

https://coventrychildcare.proceduresonline.com/p_fost_panel.html

This exemption is not subject to the public interest test.

Please note we have interpreted this question as relating to foster carers rather than members of staff.

4. Your written policy and process for dealing with complaints made by foster care workers against the council.

5. Your written policy and process for dealing with complaints made by foster care workers against social workers.

For Questions 4 and 5, following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

https://www.fosteringhandbook.com/coventry/complaint_agency.html?zoom_highlight=complaints

This exemption is not subject to the public interest test.

Please note we have interpreted this question as relating to foster carers rather than members of staff.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance