



UNCLASSIFIED

**Community Services**  
Policy and Performance Group

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Coventry  
CV1 5RS

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Our reference FOI 20086251  
14 January 2013

Dear

### **Freedom of Information Act 2000**

Thank you for requesting information about Coventry Cyrenians, which the Council received on 5<sup>th</sup> November 2013. Your request has been considered under the Freedom of Information Act 2000.

You have requested the following information;

#### **1. Please provide information about the monitoring process for Coventry Cyrenians.**

Independent contracted providers for former Supporting People services, including Coventry Cyrenians will receive one annual validation visit along with themed visits throughout the year from Coventry City Council's Adults Commissioning Team. The theme visits will comprise of reviews on their business activity for example, assessment and support planning and citizen involvement.

In addition, investigations may take place throughout the year where performance triggers are hit with regard to safeguarding concerns, significant or multiple complaints or a change in management. These investigations may be unannounced visits to the service and if a risk is significant or insufficient plans are in place to address key issues then formal provider meetings will take place to resolve matters. Furthermore the Adult Commissioning Team request on a monthly or quarterly basis key service performance information in order for the Council to evaluate contract compliance.

Please note that most of the information that you request is owned by the Coventry City Council and subject to copyright protection. Under the Re-Use of Public Sector Information 2005 Regulations you are free to use this information for your own use or for the purposes of news reporting. However, any other type of re-use under the

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Regulations, for example; publication of the information or circulation to the public, will require permission of the copyright owner and may be subject to terms and conditions. For documents where the copyright does not belong to Coventry City Council you will need to apply separately to the copyright holder.

If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

I hope you feel that our response meets your request. However you have a right to make representations about the outcome or handling of your request – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Council House, Room 21a  
Lower Ground Floor  
Earl Street, Coventry.  
CV1 5RR  
[infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you have done the above but are still dissatisfied, you then have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

Simon Brake  
**Assistant Director Policy and Performance**