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|  | **FOI:** 85981 |  | November 2013 |

**Freedom of Information Request**

You asked for a range of information from the Ministry of Justice (MoJ).

Your request has been handled under the terms of the Freedom of Information Act (FOIA) 2000.

The MoJ holds some of the information that you have requested. Where information is not held this has been indicated. For clarity I have addressed each of your questions in turn.

**1. How many requests have there been for assistance in the discrimination in employment area of law between 01 April 2013 and 30 September 2013?**

Since 1 April 2013 the Operator Service has recorded 2,268 discrimination cases with the matter type code that would indicate the issue relates to employment.

**2. Of those requests, how many have been referred to a legal help provider?**

Of the 2,268 referred to above, 1,031 were referred to a CLA specialist provider for advice.

**3. Of those not referred to a provider how many have been refused due to not being financially eligible?**

Of the 2.268 cases referred to in question 1, 670 clients were found to be financially ineligible.

**4. Of those not referred to a provider how many have been refused because it was decided by the agency that the call was not in relation to discrimination?**

All matters where the relevant matter type code is used will be deemed to relate to discrimination. This is because the approach the Operator Service take is to only close a matter as being in the discrimination category if the matter has been deemed to include an element of discrimination. For example, Employment cases with no discrimination element would be closed as Employment matters rather than discrimination.

For the period 1st April 2013 – 30th September 2013 the Operator Service handled 4,212 employment cases.

**5. What supervision is provided to the operatives who take initial calls?**

Each operator has a team leader responsible for the quality of their calls and their training and development plan. There is a designated supervisor on site during opening hours and quality team that review a sample of calls taken by each individual every month. In addition, as all calls are recorded, we take a sample of cases closed at operator service level and ask the specialist telephone advisers to review whether it was appropriate for the matter to be closed at that point.

**6. Do the operatives have proforma questions to ask callers. If so please provide copy.**

The Operator Service does not use proforma questions and this information is therefore not held.

Please be advised that the FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. It does not place a duty upon public authorities to answer a question unless recorded information exists. The FOIA duty is to only provide the recorded information held.