

25 March 2026

## **Contacts received by Children's Social Services**

- 1. Please provide the total number of CONTACTS received by Children's Social Care Services each year in the last ten years (where figures are available).**

**For the avoidance of doubt, this refers to all contacts (by phone, email, webform or in person) made by individuals or agencies. NOT requesting "Referrals" (as detailed in table C1 of the Dept for Education's Children in Need tables (<https://explore-education-statistics.service.gov.uk/find-statistics/children-in-need/2025>)). Based on available data we have from some local authorities they have received a ratio of between 5 and 10 contacts for each referral recorded.**

Belfast Trust are unable to provide the above information as it is not centrally collated to provide. To fulfil this request, staff would need to: manually locate data across current and archived sources. The Trust estimates that completion would far exceed the 18-hour FOI appropriate limit.

We estimate that compliance with this request for information would exceed the appropriate costs limit. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the information, locating, retrieving and extracting this information.