



My Ref: FOI/6368
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

The services the request relates to are listed as ‘Early Help, Social Services, Education Welfare Service and the 0-19 Team’.

- **Internal policies, procedural manuals, and management meeting minutes relating to case assessments, school attendance orders, and the provision of interim support for the four requested departments.**
- **Statistics regarding missed statutory deadlines or complaints upheld within these departments over the last 12 months.**
- **All staff emails and internal memos referencing "policy changes" within these departments since 01/06/2025.**

Having considered your request I have determined that the time required to comply with it in full would exceed the appropriate limit of £450, equivalent to 18 hours of staff time and as such I apply Section 12(1) of the Freedom of Information Act 2000.

The council's complaints statistics are not recorded to such a level of granularity that it can be determined how many are strictly relating to 'missed statutory deadlines' and as such it would require a manual search of all complaints received for these services to determine what the subject of the complaint was.

In terms of staff emails, there is no way to conduct a search for the information requested whilst the request is as wide scoping as it is. There are hundreds of employees in the services identified and any searches we can conduct at a high level would not be so specific that they would strictly identify anything relevant to the request. In all likelihood they would find any email with the words 'policy' or 'changes' contained anywhere within. This would require a manual trawl through all emails to then locate any relevant to the request.

You may be able to refine your request, such as by narrowing the scope or categories of information, to make it manageable within the statutory limit. I would note however that if the request remains as wide in scope as it currently is then it is unlikely that we would be able to process it.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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