BARNSLEY
Metropolitan Borough Council

My Ref: FOI/ 4699
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: -

1. The number of safeguarding complaints or concerns received by the council that involved children's care homes operated by Keys Group (or its subsidiaries), for each calendar year from 2015 to the present (2025).

As there is a different recording system and process for complaints and allegations, there have been two separate searches. In respect of the search for allegations, this was completed by the Local Authority Designated Officer. The search for the information above has identified that there are no Children's Homes operated by the Keys Group within the Barnsley borough. Barnsley LADO therefore has no records of any allegations relating to staff members who work within a children's home operated by Keys Group between 2015 and to date.

2. A breakdown of the nature of the concerns raised (e.g. allegations of neglect, assault, staff shortages, missing from care, etc). Please include both complaints involving children placed by Barnsley Metropolitan Borough Council and any complaints or concerns the council became aware of, regardless of placing authority

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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