



My Ref: FOI 5664
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: -

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. We are NOT requesting “Referrals” (as detailed in table C1 of the Dept for Education’s Children in Need tables

<https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fexplore-education-statistics.service.gov.uk%2Ffind-statistics%2Fchildren-in-need%2F2025&data=05%7C02%7Cinformationrequests%40barnsley.gov.uk%7C9659e437ac21457df0cf08de6d5ed980%7Cba6a247133404314a96948d8cdc4c4f8%7C0%7C0%7C639068451324639423%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoiTWFpbCIsIlldUljoYfQ%3D%3D%7C0%7C%7C%7C&sdata=NssaYy5MIC1owA5hmJzplAD7F1AFD9%2BiKPgUpGdzjVo%3D&reserved=0>). 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.

Reporting Year	Number of contacts
2016/2017	4622
2017/2018	4413
2018/2019	3593
2019/2020	3491
2020/2021	3446
2021/2022	3608
2022/2023	12657
2023/2024	17801
2024/2025	18089
2025/2026	18290

From Autumn 2022 there was an increase in the number of contacts due to a change in procedure.

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

COPYRIGHT STATEMENT

© Barnsley Metropolitan Borough Council

This information is a relevant copyright work for the purposes of the Copyright, Designs and Patents Act 1988. It is owned solely by Barnsley Metropolitan Borough Council but you are able to use and re-use it freely without charge, including for commercial purposes, in accordance with the terms of the Open Government Licence found at The National Archives Website <http://www.nationalarchives.gov.uk/doc/open-government-licence>

You can also write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey TW9 4DU

When re- using the information please ensure that you:

Acknowledge the copyright and source of the information by including the following attribution statement: "Contains Barnsley Metropolitan Borough Council information (©) Barnsley Metropolitan Borough Council. Licensed under the Open Government Licence."

Include the same acknowledgement in any sub-licences you grant, and a requirement that any further sub-licences do the same.

Do not use the information in a way that suggests that Barnsley Council endorses you or your use of the information.

The information is licensed "as is". Barnsley Council is not liable for any errors or omissions in the information and shall not be liable for any loss, injury or damage of any kind caused by its use.

PO Box 634, Barnsley, South Yorkshire S70 9GG