



My Ref: FOI 5626  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto: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: -

I am requesting the following information for all home-care (domiciliary care) providers currently commissioned by Barnsley Council to deliver adult social care in the community.

Please provide the data for the most recent 12-month period for which complete records exist.

**1. Contract Monitoring**

**For each commissioned provider, please provide:**

- **Contract monitoring rating/score**
- **Any quality assurance grades or RAG ratings**
- **Whether the provider is on an improvement plan or enhanced monitoring**

**2. Complaints**

**For each provider, please provide:**

- **Number of complaints received by the Council relating to that provider**
- **Number of upheld complaints**
- **Number of partially upheld complaints**

**3. Missed or Late Visits**

**For each provider, please provide:**

- **Number of missed visits recorded**
- **Number of late visits recorded (if held)**

**4. Safeguarding**

**For each provider, please provide:**

- **Number of safeguarding concerns raised**
- **Number of safeguarding concerns that progressed to enquiries under Section 42**

## Response

Having considered your request the council applies Section 12(1) of the Freedom of Information Act 2000 as the cost of compliance would exceed the appropriate limit of £450, equivalent to 18 hours of staff time.

For the majority of the request the council does not hold information in an easily retrievable or reportable format and as such it would require a manual trawl through all complaints, visit records and safeguarding reports to determine the content of each one and whether it is relevant to the request.

With regards to Q1, the council does not score/monitor contract performance in the format requested.

You may be able to refine your request to make it manageable within the 18 hour limit by reducing the categories of information requested, though it should be noted that in any case based on how information is held it would likely require manual searches.

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](mailto: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: -

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**

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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