



My Ref: FOI/ 5192
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: -

Waiting times:

- 1. Waiting times for care packages: * The average waiting time for eligible individuals to receive a care package following their assessment, for each of the past five years (2020-2025).**

*** If available, please include the longest and shortest waiting times recorded each year.**

This information was not recorded prior to 2023 and is only recorded for the services brokered by our brokerage team; therefore, we have provided available data from 2023 to 2025:

Please note that the data provided may include cases where the waiting times show significantly higher as a result of exceptional circumstances such as hospital admissions or changes in need/circumstances between referral and package start.

Framework	Homecare (days)		
Period	2023/24	2024/25	2025/26
Average	2.7	3.1	4.4
Longest	140	319	366
Shortest	0	0	0

Framework	Supported Living		
Period	2023/24	2024/25	2025/26
Average	98.3	28.3	33.1
Longest	182	81	113
Shortest	53	2	4

Framework	Residential Care		
Period	2023/24	2024/25	2025/26
Average	6.2	6.2	8.6
Longest	104	325	208
Shortest	0	0	0

Framework	Nursing Care		
Period	2023/24	2024/25	2025/26

Average	2.7	25.5	1.3
Longest	8	51	4
Shortest	0	0	0

Homecare Providers:

- 1. Number and distribution of homecare providers: * The total number of homecare (domiciliary care) providers operating within your local authority area, broken down by year from 2020 to 2025.**

*** If possible, please provide the number of providers by locality, district, or area served (for example, by ward or care commissioning area).**

Framework	Homecare Providers					
Period	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Number of providers actively providing care	27	47	68	72	67	61

We are unable to provide a breakdown by locality, district or area as we do not commission home care services this way.

To deliver social care services in your region:

- 1. How many subcontractors do you have?**

We have taken the term subcontractor to mean providers who the council use to deliver care services. We refer to those providers as contractors not sub-contractors. The council currently contracts with approx. 110 care providers.

- 2. How long have each of these subcontractors been working with you?**

This varies according to the contract they are operating under; some providers have worked under contracts with the council for over 10 years.

- 3. What policies and procedures do you require each of your social care providers to hold?**

This varies according to the contract each provider is working to.

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.

4. How often do you require social care providers that work with you to update their policies and procedures?

We require providers to review their policies and procedures annually.

Staff:

1. Local authority team size and structure: - The number of staff employed by the local authority who work directly on assessing, commissioning, managing, or monitoring homecare services.

- If possible, please provide this information by year from 2020 to 2025 and by job role or grade where available.

We are unable to provide a response to this question. The number of officers within the local authority can change regularly as a result of new starters and leavers and changes to team structures. Officers responsible for assessing, commissioning and monitoring homecare are not solely responsible for homecare and will be working with a broader range of providers such as residential care, day care and supported living. The council does not have its own home care service therefore there is no management of home care carried out by the council.

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:

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

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