

Freedom of Information – Response – 26824

I am contacting you to request the following information under the Freedom of Information Act:

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 and including 2015 to 2025.

One complaint received in 2020

2. A breakdown of the Alleged Harm Category or nature of the concerns raised (e.g. allegations of neglect, assault, staff shortages, missing from care, etc).

Unhappy with placement

Please include both complaints involving children placed by yourselves and any complaints or concerns the council became aware of, regardless of placing authority.