

## ITEM 1

### Re Planning Application

DM/0650/21/FUL

Change of use of dwelling to a residential care home for up to 5 young people,  
184 Waltham Road Grimsby North East Lincolnshire DN33 2PZ

Representation to the Planning Committee from Richard Appleton on behalf of the Residents of the  
Waltham Road/Southfield Road and Immediate Area.

Thank you for this opportunity to speak to the Planning Committee today...

The Proposal's Architects will hereon be referred to as 'EMERY' or 'KEYS'.

Some have said that the outcome of this application is pre-determined, and that these speeches are a waste of time... Well, this is a 'Cross-Party' Committee - allegedly with the safety and wellbeing\*(1) of the people it represents at its heart. So PLEASE don't let Politics influence your decision.

You say you are a 'Listening Council' - Please listen to the voice of the people in the immediate vicinity of 184 Waltham Road.

85 close-by Residents were canvassed ... NOT ONE PERSON was of the opinion that it would be good for the neighbourhood.

WE STRONGLY OBJECT TO THE PROPOSAL.\*(2) ... agreed, it would be a good thing for these people with their Drugs and Sexual and Behavioural and other 'Social Issues', but we maintain that it is wrong for the area... for many reasons.

The Council's LOCAL PLAN is not just about Bricks and Mortar. Its LOCAL POLICY states that 'Planning Application decisions can be based on', amongst other things, 'HIGHWAY SAFETY, LOCAL AMENITY, NOISE and PRIVACY'.

'A REFUSAL may be agreed even though the principle of the development is acceptable'.

The Local Plan, actually states that 'the Council will support the provision of housing that maximises independence and choice for older people with specific needs (especially) when assessing the suitability of sites and/or proposals for the development of residential care homes'... etc... That is what we already have! These needs are already well supported - by this Council!

Dropping this bombshell in the middle of the Community would mentally (and probably physically in time) devastate those in the immediate area... Many have already said that they would sell up and leave should this application be accepted ... thus ripping the well-established heart out of the area.

#### Highways Safety:

... states 'Approval - on the information provided'. Exactly how much information was provided re Access, Capacity, Safety and Parking? and where from? Google Earth? ... Was a site visit done? Stills\*(3) from a 57 second-long video (available on Youtube), filmed at a non-peak time of day, show 5 dangerous near-misses ...and that's with ONLY ONE car parked outside.

Emery/Keys would have us believe in their patronising statement that there would be no problems - up to 6 cars can park in the grounds of 184 and turn in their own circle within those confines!

**NONSENSE - Do a site Visit! Go and see for yourselves! As many as 10 or more Carers/Staff/Ancillaries and Relative's vehicles could be parked along the highway at any one time.... very Dangerous - as well as being a prime target for the house's Residents - or any 'associates' who might be lurking outside - day or night!**

#### **Noise & Privacy:**

Local Amenity already covered... So Noise and Privacy ... 184 could house five 'very Socially Challenged' 18 year olds... with a huge garden in which to amuse themselves! There are no 'youthful' amenities for them! **THERE WILL BE NOISE! ... which will disturb the PRIVACY of all neighbouring Residents - the Council Tax Payers who elected you Committee Members to work for them!**

The Building may be deemed secure ...not so the grounds, which are easily exited, over walls and through the large holes in the ancient hedges\*(4)

Indeed, Councillor John Briggs from North Lincs Council told me 'Yes- they do get out - they will get out', stating that 'from a Keys establishment in Eastoft we had them running riot up and down the street'!

#### **Policing:**

The Police, rightly so, are ambivalent at present. Marc Dias - Crime Reduction Officer, states 'No Objections', but Scartho's P.C. Skelton and PCSO Leaning state that they, and Humberside Police, would monitor the situation very closely. That would mean that 184 would be definitely taking up valuable resources of an already overstretched local Police Force that could be better used elsewhere.

#### **Health and Safety:**

I refer you to the Council's own Safeguarding Policy Statements for Vulnerable Adults and Vulnerable Young Children...

To even consider placing people with all sorts of Abuses, Drugs and Sexual and Behavioural Problems right next door to 4 Homes containing vulnerable people\*(5) is nothing short of madness!

Then there is also the Mental Health of all of the elderly residents around the area to consider... Please consider it... They are frightened.

#### **In Conclusion:**

I could highlight many more inadequacies of the Keys Group operation\*(6)... please see the information provided...

One Councillor stated last week that 'we don't really know anything about them' ... so here's some easily 'check-able' FACTS...

20% of Keys operations Ofsteded last year were unable to attain even 'Good' level.

Keys Group get £187,000 per year for each resident ... £953,000 per year all told!  
and who pays them this ... the Local Council ... i.e The Council Tax payer!

At the end of the day Keys Group are only concerned with MONEY!

... and if you Members of the Committee accept this proposal it will cost us all much more than

money...

**YOU will have a Community living in Constant Fear, with all of the consequences that that will bring.  
Do you really want to be party to that?**

**PLEASE refuse this application.**

**Dick Appleton, September 2021.**  
161 Waltham Road

Re the Proposal by Emery/Keys Group Ltd to change the usage of 184 WALTHAM ROAD  
to a Residential Home for up to 5 Young People aged 10-18 with Various Social Problems ...

We, the undersigned SCARTHO Residents, wish to register our OBJECTION to the  
proposal ( Ref. No: DM/0650/21/FUL ) in the strongest manner possible.

Signature.....A.....

POSTCODE.....

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|-------|---------------------|----------|
| ..... | 161 Waltham Road    | DN33 2NQ |
| ..... | etoh                | DN33 2PZ |
| ..... | DN33 2PZ            | DN33 2PZ |
| ..... | DN33 2PX            | DN33 2PX |
| ..... | DN33 2PX            | DN33 2PX |
| ..... | 2 Heatherdale Close | DN33 2PX |
| ..... | 1. Orchards Croft   | DN33 2QD |
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| ..... | 7 ORCHARDS CROFT    | DN33 2QD |
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| ..... | 174 WALTHAM RD      | DN33 2NQ |
| ..... | 174 WALTHAM RD      | DN33 2NQ |
| ..... | 170 Waltham         | DN33 2NQ |
| ..... | 170 Waltham Rd      | DN33 2NQ |
| ..... | 172 Waltham Road    | DN33 2NQ |
| ..... | 137 WALTHAM RD      | DN33 2NQ |
| ..... | 137 WALTHAM RD      | DN33 2NQ |
| ..... | 135 WALTHAM RD      | DN33 2NQ |
| ..... | 141 Waltham Rd      | DN33 2NG |
| ..... | 141 Waltham Rd      | DN33 2NG |
| ..... | 151 Waltham Rd      | DN33 2NG |
| ..... | 151 Waltham         | DN33 2NG |
| ..... | 29 HORSESHOE CLOSE  | DN33 3BA |



|                     |           |
|---------------------|-----------|
| 153 WALTHAM ROAD    | DN33 2NG  |
| 153 WALTHAM ROAD    | DN33 2NG  |
| 150 WALTHAM ROAD    | DN33 2NQ  |
| 160 WALTHAM ROAD    | DN33 2NQ  |
| 163 WALTHAM ROAD    | DN33 2PY  |
| 167 WALTHAM RD      | DN33 2PY  |
| 175 WALTHAM RD      | DN33 2PY  |
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| 4 Markhams Orchard  | DN33 2LP  |
| 5 Markhams Orchard  | DN33 2LP  |
| 5 — — — — —         | — — — — — |
| 6 Markhams Orchard  | DN33 2LP  |
| 198A WALTHAM ROAD   | DN33 2PZ  |
| 188 WALTHAM RD      | DN33 2PZ  |
| — — — — —           | — — — — — |
| — — — — —           | — — — — — |
| 1 HEATHERDALE CLOSE | DN33 2PX  |
| 1 Heatherdale Close | DN33 2PX  |
| 4 Heatherdale Close | DN33 2PX  |
| 159 Waltham Rd.     | DN33 2NG  |
| 159 WALTHAM RD.     | DN33 2NG  |
| 4 Southfield        | DN33 2PL  |
| 4 Southfield        | DN33 2PL  |
| 182 WALTHAM ROAD    | DN33 2NQ  |
| 182 WALTHAM ROAD    | DN33 2NQ  |

BuzzFeed News interviewed dozens of former Keys staff, childcare professionals, social workers, and local police forces; analysed hundreds of government inspection reports; and obtained a leaked cache of over 800 internal company documents as well as police records, forensic reports, and the damning confidential “serious case review” conducted by local authorities to determine whether Aaron Leafe’s death could have been prevented.

Our investigation has found:

Under pressure to fill homes and meet profit goals, Keys management continued to place vulnerable children in the same homes as violent peers — with “traumatic” results.

Children in Keys homes have been sexually abused, physically assaulted, recruited into gangs, and allowed to self-harm. In just a three-month span in 2016, there were 15 reports of possible child sexual exploitation among the 230 children in Keys homes.

Councils continued to pay Keys vast sums: up to £400,000 per year for the care of a single child. That’s almost 10 times the cost of sending a child to Eton College. Yet Keys homes and staff remained starved of resources.

Overburdened Keys employees allowed children to go missing thousands of times in a single year, documents show. That’s a rate that far eclipses the rest of the residential care system, statistics from a similar timespan suggest.

## N E Lincs

### Safeguarding Policy 2017

It should be noted that although safeguarding is a separate outcome this is also a common thread in all aspects of life for children, young people and vulnerable adults throughout the other outcomes.

NELC recognises that **everyone has a responsibility for child protection and for safeguarding vulnerable adults**, including all employees and Members. As a service provider and commissioner, we are committed to equality and fairness.

This commitment includes **all officers and elected members of the council**, contractors working on behalf of the council or anyone representing the council.

### Safeguarding children & adults – policy background

Local authorities are charged under the Children Act 1989 and 2004 with lead responsibility for **keeping children safe, securing the wellbeing of the residents in their local area** and ensuring effective partnership working across local partners, including health.

Taken from....

<http://www.nelincs.co.uk/wp-content/uploads/2016/01/Safeguarding-Policy-2017-final-v1.0.pdf>

## **EXCERPTS FROM 'SAFER N.E.LINCS' DOCUMENT ...**

**<https://www.safernel.co.uk/staying-safe-and-prevention/>**

### **Staying safe and Prevention**

**Helping to prevent danger and harm**

**Find out about North East Lincolnshire's CCTV system and control room**

**Family Group Conferencing referral**

**Find out about the Family Group Conferencing service**

**Neighbourhood watch**

**Prevention and early help**

**Information about prevention and early intervention and the service available**

**Protecting property**

**Advice for keeping your property protected from intruders**

## PUBLIC SECTOR EXECUTIVE

public health and social care

Children's home market 'run in the interests of the providers'

The report also warns that children in homes are more likely to be placed far from family and to run away. In 2012-13, 9% of children in homes went missing as opposed to 1% in foster care. In 2013, 31% of children in homes were living outside their local authority boundary and more than 20 miles from home, compared to 10% of children in foster placements.

Ann Coffey MP, chair of the All-Parliamentary Group on Missing Children, described the children's care market as "run in the interests of the providers, not in the interests of children and young people."

Overall, in 2014, 25% of children in care were living in homes deemed 'adequate' by Ofsted, 59% in 'good' homes and only 16% in homes deemed 'outstanding'. Children have been placed in homes deemed adequate or worse by 97% of local authorities and the number of homes deemed inadequate rose from 6% in 2013-14 to 9% in 2014-15.

The largest providers of children's care include the Cambian Group, Acorn Care and Education Group, the Keys Group and the Priory Group.

Many of these groups are being run for profit, with the children's home market worth £7bn in England. For example, in 2014 the Cambian Group's revenue increased by 12% to £240.6m and the CEO received a total remuneration package worth £9.4m.

However, 11% of staff in private children's homes are being paid at or below the living wage and staff work on average 38.6 hours each week, compared to 33.9 hours in state-run homes.

Finance driven unethical childcare

31 Aug 2020 - Registered Manager in Manchester, England, England

Recommend

CEO Approval

Business Outlook

Pros

Can be a good place to get your foot in the door but everyone moves on after a few months.

Cons

Having worked in over 10 different providers of children's services throughout career i have to say Keys is by far the worst and potentially dangerous. Don't buy into the fancy website or glossy promotional materials all Keys care about is money money money !

If there was ever an advert to bring children's services back into public ownership then this would be it. Poorly staffed and poorly trained homes with a never ending list of safeguarding issues both for staff and for young people. Whenever i raised any feedback or criticism it was immediately shut down and i was told to make do.

Most shambolic head office function I've ever worked with every month someone in the home wasn't paid correctly, HR were never available and took days to respond even in emergencies. Recruitment were on another planet and were utterly clueless as to what working in a children's home was actually like which regularly in the home being regularly staffed with over 50% of agency workers.

I really fear for the future of the industry as over the last 6 months Keys had numerous large acquisitions throughout England and Wales so their practices are only going to become more commonplace.

My advice for anyone considering working for them is quite simply don't and find a job in children's



services with a more established provider or a local council and if you find yourself in the misfortune of currently working there join a union!

<https://www.shropshirestar.com/news/2012/09/16/troubled-care-home-to-restrict-numbers/>

Troubled care home to restrict numbers

South ShropshireNewsPublished: Sept 16, 2012

Admissions to a troubled care home on the south Shropshire border will be limited in an attempt to placate furious residents, it was revealed today.

The measure is one of several announced by Keys Group, which operates Mill House Care Home in Paytoe Lane, near Leintwardine. The company will also have meetings with the parish council every two months.

Last month residents, including Only Fools and Horses star John Challis, demanded action from Keys Group after claiming the home, which takes vulnerable children, had caused a decade of rural unrest.

The meeting heard how West Mercia Police had been forced to conduct continuous searches for missing children and rural tensions had risen in February when Mr Challis's home, Wigmore Abbey, was raided by two youngsters who had absconded from Mill House, which is just 50 yards away.

today, after reviewing residents' comments, Keys Group released a joint statement with Adforton Parish Council.

Keys Group bosses said they wanted to 're-establish and improve' Mill House's relationship with residents and would take a number of steps to better the situation.

The statement said: "Following a meeting held with representatives from the parish council and Keys, it has been agreed that we will meet together every two months to improve communication and monitor the situation and impact of the home on the local community of Paytoe.

"Keys are keen to re-establish and improve relationships between the home and local residents. Keys will limit admissions to the home whilst relationships improve."

It also said that it would plant a hedge around the boundary of the fence subject to permission and Keys would continue to operate the home for at least another 18 months.

[https://reports.ofsted.gov.uk/search?q=keys+group+lirimited&location=Sheffield%2C+UK&lat=53.38112899999999&lon=-1.470085&radius=10&level\\_1\\_types=0](https://reports.ofsted.gov.uk/search?q=keys+group+lirimited&location=Sheffield%2C+UK&lat=53.38112899999999&lon=-1.470085&radius=10&level_1_types=0)

RNN Group

Town Centre Campus, Eastwood Lane, Rotherham, South Yorkshire, S65 1EG5.94 miles

Rating: Requires Improvement

URN: 130527Type: General Further Education and TertiaryLatest report: 16 March 2021

Derbyshire - Dronfield Group

Gladys Buxton Community, Education Centre, Oakhill Road, Dronfield, Derbyshire, S18 2EJ5.24 miles

Rating: Requires Improvement

URN: 80105Type: Children's centre groupsLatest report: 24 July 2013

Cross Keys Learning

Suite 182 The Lead Centre, Dane Valley Road, Broadstairs, Kent, Kent, CT10 3JJ129.75 miles

Rating: Requires Improvement

URN: 145574Type: Independent SchoolLatest report: 09 March 2020

Abacus Training Group

Suite 2J, The Office Suite, Pine Close, 12 New Road Industrial Estate, Avis Way, NEWHAVEN, East Sussex, BN9 0DH119.73 miles

Rating: Requires Improvement

URN: 1236951Type: Independent Learning ProviderLatest report: 30 March 2021

Academy Training Group Limited

Metroline House, First Floor,, 118 College Road, Harrow, HA1 1BQ64.3 miles

Rating: Inadequate

URN: 1236695Type: Independent Learning ProviderLatest report: 13 November 2018

Agincare Group Limited

Admiralty Buildings, Castletown, Portland, DT5 1BB135.02 miles

Rating: Requires Improvement

URN: 1276529Type: Independent Learning ProviderLatest report: 24 March 2021

Derbyshire - Bolsover Group

1A Welbeck Road, Bolsover, Derbyshire, S44 6DF60.66 miles

Rating: Requires Improvement

URN: 80770Type: Children's centre groupsLatest report: 02 October 2014

Derbyshire - South Normanton Group

The Hub, Shiners Way, South Normanton, Derbyshire, DE55 2AA52.25 miles

Rating: Requires Improvement

URN: 80314Type: Children's centre groupsLatest report: 06 June 2014

United Colleges Group

25 Paddington Green, London, W2 1NB71.68 miles

Rating: Requires Improvement

URN: 130423Type: General Further Education and TertiaryLatest report: 25 March 2021

Warwickshire - Rugby Group

(Rugby Rural Group), Scholars Drive, Cawston, Rugby, Warwickshire, CV22 7GU5.44 miles

Rating: Requires Improvement

URN: 80066Type: Children's centre groupsLatest report: 21 July 2014

Capital City College Group

211 Gray's Inn Road, London, WC1X 8RA72.79 miles

Rating: Requires Improvement

URN: 130421Type: General Further Education and TertiaryLatest report: 01 April 2021

Chosen Care Group Limited

Cranbrook House 61 Cranbrook Road, Ilford, Essex, IG1 4PG76.29 miles

Rating: Inadequate

URN: 1236925Type: Independent Learning ProviderLatest report: 29 April 2019

Derbyshire - Alice's View Group

Alice's View, North Wingfield, Chesterfield, Derbyshire, S42 5XA58 miles

Rating: Requires Improvement

URN: 80009Type: Children's centre groupsLatest report: 11 December 2014

Derbyshire - Birdholme Group

Church Street South, Chesterfield, Derbyshire, S40 2TF60.67 miles

Rating: Good

URN: 80037Type: Children's centre groupsLatest report: 31 October 2014

Derbyshire - Dronfield Group

Gladys Buxton Community, Education Centre, Oakhill Road, Dronfield, Derbyshire, S18 2EJ66.71 miles

Rating: Requires Improvement

URN: 80105Type: Children's centre groupsLatest report: 24 July 2013

Derbyshire - Long Eaton Group

Lime Terrace, Long Eaton, Derbyshire, NG10 4LF37.84 miles

Rating: Requires Improvement

Inspire Education Group

Park Crescent, Peterborough, Cambridgeshire, PE1 4DZ42.83 miles

Rating: Requires Improvement

URN: 130613Type: General Further Education and TertiaryLatest report: 03 June 2021

Nottinghamshire Training Group

Cheapside, Worksop, Nottinghamshire, S80 2HX65.49 miles

Rating: Requires Improvement

URN: 54810Type: Independent Learning ProviderLatest report: 03 March 2021

Shrewsbury Colleges Group

Priory Road, Shrewsbury, Shropshire, SY1 1RX70.98 miles

Rating: Inadequate

URN: 130800Type: Sixth Form CollegeLatest report: 19 March 2021

### **15-28 TO DO**

<https://reports.ofsted.gov.uk/search?q=keys+group+lirimited&location=England%2C+UK&lat=52.3555177&lon=-1.1743197&radius=285&start=140&status%5B0%5D=1&rows=10>



TWO Wrexham-based child care workers have been suspended from duty after a vulnerable young person absconded on a day trip to the North Wales coast.

Ben Berry and David Corrigan who appeared before a Social Care Wales fitness to practice panel were both found to have been dishonest about the incident.

They each faced nine charges each in relation to an incident in which a young person in their care left their sight and disappeared in Llandudno in May 2018 while they were employed by Keys Group.

The youngster was finally discovered in Preston in his home county of Lancashire, the panel heard in Mold.

Charges included a failure to ensure the young person referred to throughout the hearing as 'A' – had two-to-one supervision in accordance with a risk assessment, that they delayed contacting the police after 'A' went missing, that they provided false or inaccurate information to police and their management about the incident and that their conduct had been dishonest.

1.0

Do not apply!!!

Team Manager Leaving Care (Former Employee) - Liverpool, Merseyside - 3 July 2021

, I was a manager and no matter how good your intentions are, they will throw you under the bus. You cannot trust them so I urge you not to apply for keys. I have been trampled over by a someone that I trained up by using and manipulating staff to be negative and take sides. That upper management knew of this and did not act on my reports of concerns. that I have been punished for raising these issues. The money is not worth it and the hours or extremely unsociable. If you have a family and accept a job with keys, expect not to see them very much. In my 40 years of working, this is honestly the worst company I have ever worked for. Please heed my advice and stay away from this company, it will only cause you stress.

No work life balance. They do not support their staff at all. The kids are just pound signs and the staff a number. It is a massive blame culture company with no scruples or shame. They allow you to work work work , yet no pat on the back. But if you do something wrong. You get annihilated.

Pros

None

Cons

Long hours. back biting and negative. No support. No praise

Was this review helpful?

Official response from The Keys Group

15 July 2021

Thank you for taking the time to leave your review, we appreciate all feedback – both positive and negative - and take time to consider any concerns raised carefully. Where a person feels they have had a negative experience, we invite them to share their views with us in more detail so we can take any action which may be required. If you would like to do so, please contact [bst@keys-group](mailto:bst@keys-group) to arrange a convenient time.

Working to support and care for some of the most vulnerable young people in the country can involve challenges including working outside 9am-5pm hours.

Protecting and enhancing the well-being of the young people entrusted to our care, and the staff

supporting them, is always our priority.

5.0

Great employer

Care Support Worker (Former Employee) - England - 25 June 2021

I used be a CSW for Keys, really enjoyed my time working with them. Work can sometimes be stressful but I felt supported by my managers at the time. Would work with Keys again.

Was this review helpful?

Official response from The Keys Group

29 June 2021

We are always pleased to receive feedback from colleagues on their experiences of working with Keys Group, and thank you for taking the time to share yours. We are pleased to read that you have found working with Keys and undertaking the really important work that everyone across the Group does in supporting vulnerable children, to be a positive and rewarding experience.

1.0

Stay away!!

Deputy Manager (Former Employee) - Runcorn - 4 June 2021

The only thing this company is bothered about is money!

No support for staff during very challenging times with the young people in our care. Forced to work for 38 hours plus, including driving, on no sleep.

I had no other choice but to start my maternity leave early due to no support at the start of the pandemic- no PPE or safeguarding measure put into place for any of the staff until 6 months after the pandemic has started.

The list goes on and on.

There is no regard for the voices of the staff members, it's the "needs of the business" that will always come first. Any sort of family/social life will go straight out of the window.

Wouldn't return to this company if they tripled my salary!

Pros

None

Cons

How long have you got?

Was this review helpful?

Official response from The Keys Group

15 June 2021

Many thanks for taking the time to leave a review of your thoughts on working with Keys Group. Our aim at all times is to provide the very best care and support for the children and young people entrusted to our care, and to support our colleagues in all ways possible to provide that essential care.

We are sorry to hear your views of your experience are not positive. We would be pleased to discuss these with you in further detail at your convenience. Please message [bst@keys-group.co.uk](mailto:bst@keys-group.co.uk) and we will arrange to speak. Your feedback helps us shape our services for the young people we support, and for everyone working at Keys Group.

Official response from The Keys Group

15 June 2021

Thank you for taking the time to leave a review, we appreciate all feedback both positive and negative. We're sorry to read that you feel your experience of working with Keys didn't meet your expectations and you raise a number of points which we would very much like to explore further with you. To help us do so, and to take action where it may be needed, we would be grateful to hear your experiences first hand. We would be grateful if you could contact us via 0121 728 7800.

Rate your recent company

Share your experience to help others

1.0

Please be careful!!!

Team Manager (Former Employee) - Doncaster - 28 May 2021

Senior management will stitch you up as soon as you make a mistake. I should know , I was a manager

and no matter your good intentions they will throw you under the bus. You cannot trust them so I urge you not to apply for keys. I have been put through the worst three months of my life thanks to keys for being protective and trying to keep a young person safe. By doing that I have been punished for that which is our job. The money is not worth it and the hours are extremely unsociable. If you have a family and accept a job with keys, expect not to see them very much. In my 20

Odd years of working, this is honestly the worst company I have ever worked for. Please heed my advice and stay away from this company, it will

Only cause you heartache and stress.

Pros

None

Cons

Long hours, poor money, poor senior management, lack of respect for support workers, will throw you under the bus if you make a mistake

Was this review helpful?

<https://www.buzzfeed.com/richholmes/keys-group-aaron-leafe>

Private Children's Homes Repeatedly Failed Aaron Leafe — Until The Day He Died

"If Keys Group had cared for him appropriately, he would still be alive today."

Richard Holmes

by Richard Holmes

Investigations Reporter

Jeremy Singer-Vine

by Jeremy Singer-Vine

BuzzFeed News Reporter

After midnight at a children's care home called Ivy Cottage in the summer of 2010, a gap-toothed 15-year-old boy named Aaron Leafe turned on the taps in the bathroom and kept them running. A staff member knocked on the door, and Aaron opened it a crack. On the nearby floor were pyjama bottoms soaked in blood.

"Have you cut yourself?" the staff member asked.

Aaron had slashed his right arm repeatedly. In his bedroom, staff found two handwritten suicide notes in a folder he had labeled "Dad".

This was at least the 23rd time that Aaron had hurt or tried to kill himself, and it fell to Keys Group, Britain's second-largest private children's care home company, to protect him from himself. Keys makes millions each year charging taxpayers for the care of vulnerable children around Britain, which typically house between one and five kids. But a cache of internal documents obtained by BuzzFeed News reveals that, for years, Keys cut corners in its drive for profit — with devastating consequences.



ITV film reveals serious failings at UK children's homes

Undercover reporters found evidence of understaffing, inadequate training and closure of homes before Ofsted inspection among other issues

A child sitting on the stairs with his head in his hands looking upset

At the end of March 2017, there were more than 8,000 children living in residential homes.

Photograph: Alamy Stock Photo

Louise Tickle Wed 13 Dec 2017 06.00 GMT

Some of the most vulnerable "looked after" children in the country are being failed by privately owned residential homes that are contracted to care for them, it has been claimed.

Undercover reporters secured jobs as care staff at residential homes in Shropshire run by the two largest commercial providers of care for looked-after children: Cambian Group, which runs more than 160 homes, and Keys Group, which runs close to 90.

<https://www.lincolnshireworld.com/news/people/ofsted-delivers-damning-report-on-failing-west-ashby-school-3219587>

Current Employee

Do not treat staff well at all

11 Jun 2020 - Residential Support Worker in Holbeach, England, England

Recommend

CEO Approval

Business Outlook

Pros

The homes, and staff within the homes can be really good and friendly people.

Cons

The upper management that run the company treat the staff that actually do the important job of looking after the children within the homes like numbers, keys make tens of thousands of pounds profit per year off the backs of the lowest paid workers, from making sure the vulnerable are safe. If keys were removed from the equation and the profit went direct to improving the home, the kids lives and the staffs wellbeing, things would be perfect. Unfortunately keys do nothing to impact the lives of these children or the staff and vacuum up all the money they can from the government. Keys should not exist in a just and fair world. The government should fund the homes directly and individually, not these soulless corporate machines with share holders to impress. You compare the highest paid within the company to a low level RCW and can see that the RCW keep the machine moving and the highest paid are surplus to requirement, their invented job title does nothing for the children or the workers below. Keys are just like cambian and the definition of what is wrong with the care sector.

Advice to Management

Take care of your RCWs, and the homes, stop focusing on profit and costs, these are lives you play god with, making a worker do 48 hours straight just so you don't have to pay agency costs, staff are people not ants, treat staff right and your turnovers won't be so high, pay them for the hard work they do. Not yourselves for the chores you invent to seem as though relevant. We are the life blood of care, not you.























| Ref. | Year | Country | Sample size | Study design | Outcome                     |
|------|------|---------|-------------|--------------|-----------------------------|
| 1    | 2001 | USA     | 1000        | Case-control | Increased risk of infection |
| 2    | 2002 | USA     | 1000        | Case-control | Increased risk of infection |
| 3    | 2003 | USA     | 1000        | Case-control | Increased risk of infection |
| 4    | 2004 | USA     | 1000        | Case-control | Increased risk of infection |
| 5    | 2005 | USA     | 1000        | Case-control | Increased risk of infection |
| 6    | 2006 | USA     | 1000        | Case-control | Increased risk of infection |
| 7    | 2007 | USA     | 1000        | Case-control | Increased risk of infection |
| 8    | 2008 | USA     | 1000        | Case-control | Increased risk of infection |
| 9    | 2009 | USA     | 1000        | Case-control | Increased risk of infection |
| 10   | 2010 | USA     | 1000        | Case-control | Increased risk of infection |





## Carol Pedersen (Engie)

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**From:** Planning - IGE (ENGIE)  
**To:** Colin Lamming  
**Subject:** RE: DM/0554/21/FUL Planning Application

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**From:** Colin Lamming <  
**Sent:** 03 September 2021 13:35  
**To:** Planning - IGE (ENGIE) <planning@nelincs.gov.uk>  
**Subject:** Re: DM/0554/21/FUL Planning Application

Hi Carol

Apologises

My Postal Address is; 9 Kingsway Court, Kingsway, Cleethorpes DN35 8QU

Regards

Colin

On Fri, Sep 3, 2021 at 12:13 PM Planning - IGE (ENGIE) <[planning@nelincs.gov.uk](mailto:planning@nelincs.gov.uk)> wrote:

Dear Colin

Thank you for your representation for the above application.

For your comments to be considered and for public access, please would you provide your postal address.

Please note, no signatures, phone numbers or email addresses are shown on our website.

Thanks and kind regards

Carol

**Carol Pedersen**

Technical/Customer Services Officer

Planning Team

Places & Communities North – NEL

[carol.pedersen@nelincs.gov.uk](mailto:carol.pedersen@nelincs.gov.uk)

Tel. +44 (0) 147 232 4258



Working in Partnership

[engie.co.uk](http://engie.co.uk)

New Oxford House, George Street  
 Grimsby, North East Lincolnshire, DN31 1HB

**From:** Colin Lamming  
**Sent:** 03 September 2021 10:18  
**To:** Planning - IGE (ENGIE) <[planning@nelincs.gov.uk](mailto:planning@nelincs.gov.uk)>  
**Subject:** DM/0554/21/FUL Planning Application

Hi

Sorry if I am late in responding to my neighbours planning application but I have just read the objections to this plan for the Kingsway Club in Cleethorpes.

The Idea of a no steps Kingsway Club is great for the current members of the Club, average age I guess 55 who like me are challenged with the amount of access steps. At 72, I can do it but always worry, so it is much easier to have a level access way as proposed. Disabled People will then also be able to access and fully enjoy the benefits of the Club.

The Club already utilises its outside front area in the summer, This competes with its neighbours' use of their frontage and the nearby pubs frontage and chairs on the side street walkway. Neither the nearby Pub, Willys or the Kingsway have music playing outside and the weather naturally limits outside time to a minimum. If limits are now decided necessary by the planners, I suggest they should apply equally to all on the Kingsway frontage.

Flat 4 comments they have the only terrace on the seafront, Untrue, They have a terrace at the rear of the property whilst I in Kingsway Court have a sea view balcony facing the Kingsway with 5 adjacent flat owners. Having spoken to all 5 other owners they share my view there is no noise problem, in fact the club closes most weekday nights about 20.30 hours so I suggest the Taxi Doors Banging and noise is coming from the other nearby Pub, Perhaps the compliant hearing these noises is hearing them from below his window from an adjacent Pub. Artists are on about every 6 weeks starting at 1830 hours and finishing about 21.00 hours. Not a problem.

Noise from the Beer Garden may have been louder during Covid Restrictions when there was no inside building access allowed, ie all outside, but that was the same everywhere. Fortunately that temporary Lockdown position has now passed. There are no music amplifiers to my knowledge in the Beer Garden.

The club must be the least police etc visited in Cleethorpes as the current owners have imposed strict control of their club. Just ask the police when they can remember visiting last?.

The objectors from Flat 1, 2 & 4 are all tenants of the family owning all the adjacent properties except the Kingsway Club and could be trying to influence the planning authority to monopolize the area for their own plans. Why be afraid of an Independent.?

I live as near as anyone to the club and have never had any issues with their operation so please pass these necessary improvements which will help Cleethorpes achieve its recently declared Aim to become an all year destination. not just a summer visitors place

Yours Sincerely

Colin Lamming

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