

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
6 January 2023
Our ref: 8898896

Thank you for your request received on 4 January 2023, for the following information:

To whom it may concern,

I am writing from The Repairs and Investment department within The Royal Borough of Greenwich Council; we are currently working on a Pay and Reward project for our DLO staff (Direct Labour Organisation). We are carrying out some research, looking at the best practice for pay and reward schemes. We want to find out from similar organisations what systems, performance measures they are using. We are interested to find out whether other organisations are using flat rate schemes, performance related pay or bonuses and how successful they are. I am submitting this request to ask some questions to find out if your organisation have a similar scheme and if so, how this works. Our questions are as followed:

- * Do you have an inhouse DLO? Do you use contractors or is this mixed?**
- * Based on what your organisation use, how successful is this?**
- * Do you use a flat rate scheme, performance related pay or bonuses?**
- * Which performance measures do you use either for managing performance of colleagues on a flat rate scheme or to calculate performance related pay. E.g., average number of jobs per day or Schedule or rates and standard minute values?**
- * How is your pay calculated e.g., calculated using Craft or a skills matrix?**
- * What housing systems do you use and any other systems that you find useful?**
- * If you have an in house DLO, what do you pay your trade staff e.g., plumbers, electricians, carpenters, glaziers? Is it possible to provide a full list of all trade staff pay bandings? If you use contractors, how do you pay them?**
- * What do you pay your supervisors?**
- * What are your supervisors required to do in comparison to DLO's (if you have an inhouse team)?**
- * Do you carry out post inspections to check quality of work?**
- * If you have in house DLO, do you offer overtime and how is this calculated?**
- * Do you have an out of hours service and is this carried out by your own DLO's? If yes, how do you pay your DLO's for this service? If you use contractors, how is this calculated?**

- * Are any other team members paid incentives / a bonus e.g., planners and supervisors?
- * how do you measure resident satisfaction?
- * Do you take on apprentices? If so, how does this impact the staff training them? How is it made sure that this does not impact their pay if they are paid based on performance?
- * How recent was your pay banding reviewed?

If it is possible to arrange a 30-minute chat with us over Microsoft teams with the relevant person to discuss the above that would be great. Alternatively, please can you respond to this FOI request.

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

I can confirm that we have no DLO.

I am writing to advise that Barnet Council does not hold this information as it is held by Barnet Homes.

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them. Their contact details are:

Email: talk2us@barnethomes.org

Post: The Data Controller
Barnet Homes
2 Bristol Avenue,
Colindale,
London NW9 4EW

Please make your request directly to Barnet Homes.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this

purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.