

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
25 January 2023
Our ref: 9041584

Thank you for your request received on 20 January 2023, for the following information:

I would like to make a request under the Freedom of Information Act for information relating to your Council. Please find below requests for information.

Please can you provide the name, direct telephone number and email address for the following management positions responsible for Housing Services:

- 1. Director of Housing Services: This would be the person with overall responsible for Housing within the Council.**
- 2. Head of Housing Services: This person would normally report directly into the Director of Housing, they may also be referred to as the Assistant Director of Housing.**
- 3. Housing Finance Manager: This person would be responsible for the Financial Management and Accounting within the Housing Service.**
- 4. Housing Systems Manager: This person would have overall responsibility for the Housing IT Systems the councils use for areas such as: Direct Labour Organisation, Asset Management, CMS, Repair Work, Customer Portal etc.**
- 5. Housing Accountancy Manager or Senior Housing Accountant: This person would be responsible for management and delivery of the HRA (Housing Revenue Account) for the Council.**
- 6. Person or Persons responsible within the Council for: providing support and prevention for Homelessness and Rough Sleeping**
- 7. Person or Persons responsible within the Council for the following areas:**
 - A) Supported Living (a service to enable people to live independently)**
 - B) Sheltered Accommodation (a service to supported living arrangement)**
 - C) Extra Care Housing (a service to enable independent living with care support)**

- D) Residential Care (often referred to as Care Home or Nursing Home)**
- E) Housing Related Support (this use to be called Supporting People)**

Please can you confirm when I can expect to receive a reply.

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. The direct telephone number can be obtained by contacting the switchboard 0208 359 2000.

Please can you provide the name, direct telephone number and email address for the following management positions responsible for Housing Services:

1. Director of Housing Services: This would be the person with overall responsible for Housing within the Council.

We don't really have a Director of Housing. Cath Shaw, Deputy Chief Executive, has overall responsibility, Barnet Homes, as Arms Length Management Organisation, lead on delivering housing related services under the management agreement and Susan Curran email: susan.curran@barnet.gov.uk is the Client Lead for Barnet Homes.

2. Head of Housing Services: This person would normally report directly into the Director of Housing, they may also be referred to as the Assistant Director of Housing.

3. Housing Finance Manager: This person would be responsible for the Financial Management and Accounting within the Housing Service.

4. Housing Systems Manager: This person would have overall responsibility for the Housing IT Systems the councils use for areas such as: Direct Labour Organisation, Asset Management, CMS, Repair Work, Customer Portal etc.

5. Housing Accountancy Manager or Senior Housing Accountant: This person would be responsible for management and delivery of the HRA (Housing Revenue Account) for the Council.

6. Person or Persons responsible within the Council for: providing support and prevention for Homelessness and Rough Sleeping

I am writing to advise that Barnet Council does not hold the answer to Q2-Q5 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.

7. Person or Persons responsible within the Council for the following areas:

- A) Supported Living (a service to enable people to live independently)**
- B) Sheltered Accommodation (a service to supported living arrangement)**
- C) Extra Care Housing (a service to enable independent living with care support)**
- D) Residential Care (often referred to as Care Home or Nursing Home)**
- E) Housing Related Support (this use to be called Supporting People)**

Please can you confirm when I can expect to receive a reply.

Sam Jacobson - Head of Integrated Care Quality and Customer Finance
Telephone: 020 8359 2439
Email: sam.jacobson@barnet.gov.uk

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.