

London Borough of Barnet,
2 Bristol Avenue, Colindale, NW9 4EW
7 March 2023
Our ref: 9245396

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

Dear BarnetCouncil FOI Team

Under the FOI-Act can you please provide me with

a) the name + contact details for the team(s) of BarnetCouncil that oversees the contract with BarnetHomes + that follows up with any issues regarding to implementation of all contractual obligations,

b) the contract(s) that BarnetHomes has with BarnetCouncil for the provision of services for the Council,

+

c) performance evaluations for the last 4years, in terms of service provision under the contract?

d) Can you also please provide the number of people that sought the assistance of BarnetHomes, in total, annually, for the last 4years?

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

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some of the information you requested is not held by London Borough of Barnet.

We have provided answers to your request below.

Dear BarnetCouncil FOI Team

Under the FOI-Act can you please provide me with

a) the name + contact details for the team(s) of BarnetCouncil that oversees the contract with BarnetHomes + that follows up with any issues regarding to implementation of all contractual obligations,

Tim Campbell, Interim Assistant Commercial Director is the 'Contract Manager' providing commercial/contractual oversight. The Client Lead is Susan Curran, Head of Housing and Regeneration.

b) the contract(s) that BarnetHomes has with BarnetCouncil for the provision of services for the Council. -

The Management Agreement with Barnet Homes can be found at:

<https://open.barnet.gov.uk/dataset/vdro2/barnet-housing-management-agreement>

c) performance evaluations for the last 4 years, in terms of service provision under the contract?

The Delivery Plan is agreed annually and also reviews performance for the previous year. Links to the past 4 documents are below:

- https://barnet.moderngov.co.uk/documents/s72881/20220613HAG_Barnet%20Homes%202022-23%20Delivery%20Plan.pdf
- [Appendix 1 - Barnet Homes Delivery Plan 2021-22.pdf \(moderngov.co.uk\)](#)
- [BH 2020-21 Delivery Plan.pdf \(moderngov.co.uk\)](#)
- <https://barnet.moderngov.co.uk/documents/s51902/Barnet%20Homes%20Delivery%20Plan%202019-20%20APPENDIX%201.pdf>

d) Can you also please provide the number of people that sought the assistance of BarnetHomes, in total, annually, for the last 4 years?

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.