



My Ref: FOI 6193
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

I am reaching out to ask whether you may be able to share some high-level information with us, as we are currently undertaking a benchmarking exercise relating to our use of a Neighbourhood Nuisance Team (NNT), or your equivalent ASB / nuisance service for housing. The purpose of this work is to help us better understand how our current service model and indicative costs compare with those of other providers. This is not a formal financial audit, but rather a broad comparison of approaches to understand whether there may be opportunities for improvement or alternative delivery models.

We would be grateful if you were willing to share any high-level information you are able to provide, such as:

- How your equivalent neighbourhood nuisance / ASB service is structured

After being triaged, escalated cases of ASB are dealt with by the Safer Communities Service in Barnsley MBC. High level and urgent cases that are likely to require formal intervention (Closure Orders, Injunctions, Possessions etc) are dealt with by the 6 officers within case management team. Lower level ASB is initially assessed by either the Proactive Housing Team (6 Officers) or the Housing regulation Team (5 Officers) We also have a Victim & Witness Support team (3 Officers) that assist with the holistic care of those suffering from ASB.

The Almo (Barneslai Homes) carry out an initial investigation if the complaint of ASB relates to one of their tenants, however all contiguous cases are escalated to the council for action.

- How costs are measured or expressed (for example, cost per household, cost per case, total service cost, or another approach)

Costs are calculated and expressed on a case-by-case basis

- Any indicative or headline cost information you are able to share

No information is available to share

- Whether the service is delivered in-house or via an SLA / external arrangement

The investigative process and litigation is provided in house. Chambers are instructed as and when needed.

We fully understand that detailed financial data may not be available or appropriate to share, and we are of course happy to respect any limitations or caveats you may need to apply. Ultimately, we want to ensure that we are receiving a fair and value-for-money service for the costs we pay, and that those costs represent the best possible outcome for our tenants. Any information you can provide, even at a summary or indicative level, would be extremely helpful for our benchmarking work.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

COPYRIGHT STATEMENT

(©) Barnsley Metropolitan Borough Council

This information is a relevant copyright work for the purposes of the Copyright, Designs and Patents Act 1988. It is owned solely by Barnsley Metropolitan Borough Council but you are able to use and re-use it freely without charge, including for commercial purposes, in accordance with the terms of the Open Government Licence found at The National Archives Website <http://www.nationalarchives.gov.uk/doc/open-government-licence>

You can also write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey TW9 4DU

When re- using the information please ensure that you:

Acknowledge the copyright and source of the information by including the following attribution statement: "Contains Barnsley Metropolitan Borough Council information (©) Barnsley Metropolitan Borough Council. Licensed under the Open Government Licence."

Include the same acknowledgement in any sub-licences you grant, and a requirement that any further sub-licences do the same.

Do not use the information in a way that suggests that Barnsley Council endorses you or your use of the information.

The information is licensed "as is". Barnsley Council is not liable for any errors or omissions in the information and shall not be liable for any loss, injury or damage of any kind caused by its use.

PO Box 634, Barnsley, South Yorkshire S70 9GG