



My Ref: FOI 6487
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 writing to request information under the Freedom of Information Act 2000 concerning housing conditions and maintenance on residential estates in the Barnsley area.

Please provide the following information for the period 1 January 2022 to the date this request is processed:

- 1. The total number of complaints received by the Council or Berneslai Homes relating to residential properties on the following estates: Goldthorpe, Thurnscroft, and Highgate (off Doncaster Road, Goldthorpe).
Clarity of postcodes of the addresses:**
 - 1. Kendray estate, Barnsley - S70 3DL**
 - 2. Athersley estate, Barnsley - S71 3RA**
 - 3. Worsbrough estate, Barnsley - S70 4QF**

Thurnscroft is not an identifiable location in Barnsley and the postcode referred to in Worsbrough estate does not exist. Highgate that you referred to as being off Doncaster Road is also not identifiable. There is a Highgate Lane off Barnsley Road in the Dearne area, but there are two estates related to this location. One of the other postcodes mentioned relates to less than ten properties so in the interests of protecting the identities of residents we would not comment on such a small location. In any event, the case management system currently utilised by the Safer Communities Service within Barnsley MBC does not allow for the breakdown of complaints by vague areas.

- 2. A breakdown of those complaints by category (for example: damp and mould, disrepair, heating, drainage, communal areas).**

Please see the answer to question 3

- 3. The number of complaints resolved and the number outstanding, with average resolution times.**

The case management system used by the Council records a single resolution. This is a barrier when answering these types of questions. For example, where waste in a garden and housing disrepair have both been reported as an issue at a specific address, the resolution may identify the repair as complete but would not indicate whether the task of clearing the waste in the garden was outstanding or also complete. To provide this data, we would have to read each action log manually.

Due to this, I have decided to refuse it under Section 12(1) of the Freedom of Information Act. This is because it is estimated that the time taken to provide the information would exceed the appropriate limit of 18 hours. The Service receives around 800 complaints a month and each would take an estimate of 3 minutes each to read through.

Section 12(1) of the Freedom of Information Act is a provision which allows a public authority to refuse to comply with the request for information where the cost of compliance is estimated to exceed a set limit known as the appropriate limit. In this case it is estimated that to search for the information you have requested it will take more than the 18 hours, equivalent to a cost of £450 and this is the basis of the decision.

4. The number of properties on each of the above estates currently classified as non-decent under the Decent Homes Standard.

Not all of the estates are identifiable (Thurncroft does not exist) and it is not possible to answer this question without first inspecting the condition of each property. The Council does not have powers to determine whether a privately owned property meets the decent homes standard.

5. The total spend on repairs and maintenance for each estate in each of the last three financial years.

The question is unclear and does not specify whether the answer should for example, relate to Berneslai Homes properties, other registered social landlords or the private rented sector. The term 'repairs and maintenance' may also be misunderstood to mean road surfacing (repairs) or estate management tasks such as grass cutting communal areas (maintenance).

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

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PO Box 634, Barnsley, South Yorkshire S70 9GG

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

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