



My Ref: FOI4939  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto: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 submitting a request under the Freedom of Information Act 2000 for details relating to private contractors hired by your council to undertake pothole repair work.**

BMBC Do not use any outside contractors to carry out pothole repair work. All the questions below are not applicable.

**Please provide the following information for each of the financial years 2021/22, 2022/23, 2023/24, 2024/25 and 2025/26 (to date)**

**1. Private Contractors Used:**

**Which private contractors or service providers has the council engaged to carry out pothole repair work during each of the above financial years? Please list all contractors used in each financial year.**

**How much has the council paid to each of these contractors for pothole repair services in each of the same financial years?**

**For each contractor listed:**

**Does (or did) the private contractor subcontract any part of the pothole repair work to third parties?**

**If so, please provide the names of any subcontractors involved and if held, the total amount they were paid for the work in each financial year.**

**2. Key Performance Indicators (KPIs):**

**Please note: This section refers only to the main contractors hired by the council, not their subcontractors.**

**What Key Performance Indicators (KPIs) are included in the contracts or agreements with these private service providers regarding pothole repair performance (e.g. response times, repair durability, inspection pass rates)?**

**For each financial year, please indicate whether each contractor met, partially met or failed to meet these KPIs.**

### **3. Auditing and Quality Control:**

**Please note: This section refers only to the main contractors hired by the council, not their subcontractors.**

**Does the council audit or inspect pothole repair work completed by their private contractors?**

**If so, please provide details of the process (e.g. frequency of checks, who conducts them, what criteria are used).**

**Please also provide the outcomes of these audits for each of the above financial years and whether there were any financial penalties, contract deductions, ended contracts, warnings or performance improvement plans issued as a result of a failed inspection.**

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](mailto: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

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**

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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