



My Ref: FOI4748  
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: -

**1. Contract Details**

- a. **The date on which the current contract with Wates for housing repairs was signed.** 29 June 2020
- b. **The initial length of the contract, and any extensions or renewals agreed since first signing.** 10 years, extended by 9 months
- c. **The planned expiry date of the current contract.** 31 March 2031
- d. **Whether the contract was awarded through a competitive procurement/tendering process.** Yes
- e. **The total estimated contract value at the point of signing.** £100M
- f. **The current total value to date (cumulative spend) and any revised valuations since 2005** £64,029,181.95 as at July 2025

**2. Financial Payments**

- a. **The total annual amounts paid to Wates for housing repair services in each of the last five financial years (2020/21 through 2024/25).**

2020/2021 = £11,032,561.02  
2021/2022 = £10,126,103.20  
2022/2023 = £10,930,652.19  
2023/2024 = £13,441,897.48  
2024/2025 - £11,547,067.47

- b. **Any additional payments made outside the core contract (e.g. call-outs, variations, penalties, or compensation)**

None

3. **Performance & Monitoring The KPIs (Key Performance Indicators) that Wates are contractually required to meet under the current agreement. Copies of any performance monitoring reports produced by or for the**

**Council/Berneslai Homes relating to Wates in the last three years. Please confirm whether penalties or deductions are applied for failure to meet performance targets, and how much has been applied in the last five years**

This information is published in the Board reports and can be found at the following link: [Berneslai Homes Board meeting reports and minutes](#)

4. **Complaints & Breaches** The number of complaints made by tenants or leaseholders about Wates' repairs service in each of the last five years. Details of any formal breaches, warnings, or enforcement actions issued to Wates under the contract

Berneslai Homes holds data for complaints logged relating to Wates. Please be advised only partial data is held for 2020 as this is when the complaint logging code for Wates was put into place.

| Financial Year         | Number of Berneslai Homes complaints logged in relation to Wates |
|------------------------|------------------------------------------------------------------|
| Sept 2020 – March 2021 | 16                                                               |
| 2021 – 2022            | 15                                                               |
| 2022 – 2023            | 31                                                               |
| 2023 – 2024            | 71                                                               |
| 2024 – 2025            | 103                                                              |
| 2025 – Present         | 36                                                               |

5. **Future Planning** Please confirm whether Barnsley Council or Berneslai Homes has conducted any options appraisals since 2015 regarding bringing repairs back fully in-house. Copies of any internal reports or council papers (non-confidential) discussing the decision to extend the Wates contract up to 31 March 2031

We do not hold this information.

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:

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

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  
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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