

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
12 March 2026
Our ref: 16389200

Thank you for your request received on 19 January 2026, for the following information:

Please process my request for the following information under the Freedom of Information Act:

What evidence can Barnet Council provide that pay for parking results in 'maximising the opportunity for spaces to become available for customers and visitors' as opposed to other measures?

How many of the shops in the parade on Mays Lane have expressed support for the pay for parking?

The Council's decision letter for the Mays Lane CPZ extension of Chipping Barnet (D) CPZ acknowledged that resident group responses 'emphasised the negative impact these schemes may have on the area and reiterated the requirement for thorough analysis before proceeding.' What analysis, including of the potential impact on local businesses, was conducted?

The Council stated that 'Implementing additional Pay by Phone and permit holder bays in Mays Lane at a later date would maximise parking for residents and visitors in the area around the Hope Centre.' Can you please outline more precisely the intended location and target date.

Please provide the content of the 7 objections received by the Council opposing the pay by phone bays 'received outside of the Statutory consultation timeline'.

How many refunds have been given to motorists parking at the Mays Lane shops pay for parking and what was the reason in each case?

We have processed this request under the Environmental Information Regulations 2004.

Response

I can confirm that London Borough of Barnet holds the information you requested. However, we believe that the exceptions detailed below apply to some of this information and this is withheld. Please see the Refusal Notice below.

Please process my request for the following information under the Freedom of Information Act:

What evidence can Barnet Council provide that pay for parking results in 'maximising the opportunity for spaces to become available for customers and visitors' as opposed to other measures?

Many local authorities, such as Barnet do not typically support free parking within Controlled Parking Zones (CPZs) because they are intended to be self-financing.

Within a CPZ, the council designates specific sections, like parades, for shops, which are areas with their own rules, like loading bays or short-stay spots for shoppers, which operate differently from the residential bays.

A high-turnover environment guarantees availability for potential customers by ensuring parking bays are not occupied all day by commuters or residents. However, no specific evidence exists to support this quite reasonable assertion.

How many of the shops in the parade on Mays Lane have expressed support for the pay for parking?

In line with the councils statutory process, the content of responses received are subject to GDPR, Please see refusal notice below - **R13 – Personal data**. However, more details of the types of comments are available to view by visiting the below link. [Mays Lane \(Chipping Barnet D\) CPZ statutory consultation - 2025 | Barnet Council](#)

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R6(1)(b) – Material already published

Under Regulation 6(1)(b) of EIR, we are not required to provide information in response to a request if it is already reasonably accessible to you by other means.

Please refer to the below link for more information about the scheme. [Mays Lane \(Chipping Barnet D\) CPZ statutory consultation - 2025 | Barnet Council](#)

The Council stated that 'Implementing additional Pay by Phone and permit holder bays in Mays Lane at a later date would maximise parking for residents and visitors in the area around the Hope Centre.' Can you please outline more precisely the intended location and target date.

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Please refer to the below link for more information about the scheme. [Mays Lane \(Chipping Barnet D\) CPZ statutory consultation - 2025 | Barnet Council](#)

Please provide the content of the 7 objections received by the Council opposing the pay by phone bays 'received outside of the Statutory consultation timeline'.

In line with the council's statutory process, the Traffic Order Procedure Regulations 1996 stipulate a deadline for comments, which are subject to GDPR, and authorities are required to consider those received within the prescribed timeframe.

Objections received after the closing date specified in the notice, which in this case was 14 August 2025 are not considered valid under the Traffic Order Procedure Regulations 1996.

The regulations stipulate a deadline for objections, and authorities are required to consider only those received within the prescribed timeframe.

How many refunds have been given to motorists parking at the Mays Lane shops pay for parking and what was the reason in each case?

It has been confirmed there was an administrative error from Pay by Phone who is our third-party provider, which resulted in 10 payments being taken in error before the go live date of 15 December 2025. These payments were swiftly refunded and an apology provided.

R13 – Personal data

We have withheld the content of responses received by the residents by virtue of Regulation 13 of the Environmental Information regulations 2004, as disclosure of this information to the public generally, in the Council's view, would not be consistent with the data protection principle found in Article 5.1(a) of the General Data Protection Regulation (GDPR) lawfully, transparently and fairly. We have considered whether disclosure is lawful and fair and whilst it may be lawful under Article 6.1(f) GDPR (legitimate interests) it would not be fair to the individuals concerned.

We consider that regulation 13 (Personal information) applies to the information requested.

Therefore, we have decided to withhold the information.

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.