

18 June 2019  
Our ref: 5338228

Thank you for your request received on 20 May 2019, for the following information:

- 1. The number of Appeals received in February 2019 and March 2019**
- 2. The number of appeals resolved in favour of the benefit claimant**
- 3. The average time for response for appeals received in February and March 2019**
- 4. The number of appeals received from non-British claimants**
- 5. The number of appeals resolved in favour of non-British claimants**
- 6. Average time for response for appeals received in February and March 2019, made by non-British claimants**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

**The council holds the information requested and the answers to your questions are below.**

	<b>February 19</b>	<b>March 19</b>
<b>1. Number of appeals received</b>	48	55
<b>2. Number of appeals in favour of claimant</b>	11	3
<b>3. Average response time for appeals received in Feb/Mar 2019</b>	44.5 days	69.2 days
<b>4. Number of appeals received from non-British claimants</b>	15	17
<b>5. Number of appeals in favour of non-British claimants</b>	2	3
<b>6. Average response time for appeals received in Feb/Mar 19 for non-British claimants</b>	81.5 days	67 days

## **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](http://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](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) The London Borough of Barnet, North London Business Park, Oakleigh Road South, London, N11 1NP

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](http://www.ico.org.uk)). There is no charge for making an appeal.