

1st floor  
NLBP  
19 June 2019  
Our ref: 5403028

Thank you for your request received on 14 June 2019, for the following information:

- For the last 12 months (15/06/2018 - 14/06/2019), the number of parking fines issued to residents specifically because they have not received a parking permit renewal notice from you.
- For the same period, the total amount collected as a result of these fines.
- For the same period, the total number of Challenges to Penalty Charge Notices you have received from residents specifically because they have not received a renewal notice from you.
- The name and contact details of the supplier you currently use for sending e-mail reminders to residents for parking permit renewal notices, and a copy of the latest audit of their service level and reliability.

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

## **Response**

We are refusing your request under section 12 because we estimate that compliance with your request will exceed the "appropriate limit" under section 12. The appropriate limit is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

We have calculated that it will take approx [insert number hours] to comply with your request. Our calculation is as follows:

[you must set out a calculation as to how the figure of hours is made up. For example we have to look at 250 files and we estimate it will take 12 minutes per file which totals 50 hours. You cannot simply state a number of hours: you have to give a breakdown. The breakdown has to be reasonable. If there are a large number of files to look through we advise looking through 5 and recording the time taken and using an average time for the calculation. Keep a note on the case on icasework of how the calculation was made and any trials undertaken in case of Internal Review.]

## **Advice and Assistance**

[to refuse under s 12 you must provide the requester with some advice and assistance as to how they could resubmit a refined request. Provide some here. for example you could suggest they reduce the time period from that originally stated, or reduce the geographical area. If there is some information readily accessible explain this to them. In the rare cases that A and A cannot be given state that it cannot be provided and explain why]

## **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.