

23 July 2019  
Our ref: 5477328

Thank you for your request received on 18 July 2019, for the following information:

**Under the Freedom of Information Act 2000, I request that the local authority provide me with the following information:**

- 1. In what format does the council give 'emergency support' to constituents? e.g. by voucher, direct debit or cash**
- 2. Does the local authority offer a 'direct debit discount'? this could be in the form of either a percentage off, a whole amount or to constituents for services such as payment of adult social care bills or council tax payment which is paid via direct debit. If the answer is yes, please could you give details of the discount, in either percentage or monetary value and for which service it is offered.**
- 4. Does the town hall or council buildings allow constituents to pay for services in cash or only card?**

**If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the Act.**

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.

***Under the Freedom of Information Act 2000, I request that the local authority provide me with the following information:***

- 1. In what format does the council give 'emergency support' to constituents? e.g. by voucher, direct debit or cash***

Local Welfare Provision (also known as the Crisis Fund) pays emergency support via voucher, BACS and cash. For the latter, a code is given which is taken to a local Paypoint store to get the cash; BACS payments are made only in limited circumstances where this is the only method available or to pay suppliers direct for white goods; vouchers are available such as food bank vouchers and vouchers for household goods

- 2. Does the local authority offer a 'direct debit discount'? this could be in the***

***form of either a percentage off, a whole amount or to constituents for services such as payment of adult social care bills or council tax payment which is paid via direct debit. If the answer is yes, please could you give details of the discount, in either percentage or monetary value and for which service it is offered.***

Barnet Council does not offer any discount for paying by direct debit

***4. Does the town hall or council buildings allow constituents to pay for services in cash or only card?***

There is no facility to pay at any of our council buildings: payments for services are accepted by phone or online

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