



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
15 October 2019
Our ref: 5670480

Thank you for your request received on 2 October 2019, for the following information:

1) In (a) 2018 and (b) all of 2019 so far how many times has your authority used your neighbour mediation service employees in an attempt to resolve a problem brought to you by a local resident in relation to parking?

2) For the first three incidents in 2019 please give a brief summary of the nature of the dispute. Eg: 'Neighbour keeps blocking my drive with his truck', or 'Neighbour has four vehicle parked on street in the close making street parking impossible'.

Please note that in relation to Q.2 I am not asking for any information that would identify the complainant (ie. Address, location, sex or age).

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below

1) In (a) 2018 and (b) all of 2019 so far how many times has your authority used your neighbour mediation service employees in an attempt to resolve a problem brought to you by a local resident in relation to parking?

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Please note that in relation to Q.2 I am not asking for any information that would identify the complainant (ie. Address, location, sex or age).

The Highways department have not used a parking mediation service.

You may also wish to contact Barnet Homes to see if they hold any information about parking problems for council tenants.

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the

council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them. Their contact details are:

Email: talk2us@barnethomes.org

Post: The Data Controller

Barnet Homes

2 Bristol Avenue,

Colindale,

London NW9 4EW

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 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). There is no charge for making an appeal.

