

18 November 2019

Our ref: 5793668

Thank you for your request received on 12 November 2019, for the following information:

**Dear FOI office at London Borough of Barnet,**

**I would like to submit a FOI request for the following information regarding the Council's Passenger Transport Services (Including SEND home to school transport):**

**Who is the current transport provider or providers?**

**What is the annual spend on this service?**

**When does the current contract expire?**

**How many formal complaints have been made in the last 12 months?**

**Can you give any details on the nature of these complaints?**

**How many informal complaints have been made in the last 12 months?**

**Can you give any details on the nature of these complaints?**

**What are the KPI figures for the previous 12 months for this service?**

**Is it possible to have results of any stakeholder surveys?**

**Is it possible to have the feedback from any stakeholder forums?**

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

## **Response**

Dear FOI office at London Borough of Barnet,

***I would like to submit a FOI request for the following information regarding the Council's Passenger Transport Services (Including SEND home to school transport):***

***1. Who is the current transport provider or providers?***

We currently operating a hybrid model which consist of inhouse provision and external suppliers:

External suppliers:

### **LBB Hired Passenger Transport Contract**

<b>Name of Supplier</b>	<b>Date of Expiry</b>
Brent Couriers	04/09/21
B&L Coaches	04/09/21
Metro Cars / Paradrive	04/09/21
Signature Transfers Cars	04/09/21
Bittacy Cars	04/09/21
Rasmi Services	04/09/21
Chequers Ltd	04/09/21
Cavendish Cars	04/09/21

### **Passenger Transport Assistant Contract**

<b>Name of Supplier</b>	<b>Date of Expiry</b>
Brent Couriers	04/09/22
Berry Recruitment	04/09/22

2. What is the annual spend on this service?

<b>Provider</b>	<b>Type of service</b>	<b>Annual Spend</b>
Inhouse provision	Passenger Transport ( Driver and Vehicle)	£1.7 Million ( approx.)
Inhouse provision	Passenger Transport (Passenger Assistants )	£1.3 Million ( approx.)
External provision	Passenger Transport ( Driver and Vehicle)	£1.25 Million ( approx.)
Inhouse provision	Passenger Transport (Passenger Assistants )	£50K ( approx.)

**3. When does the current contract expire?**

Please see response to answer 1

**4. How many formal complaints have been made in the last 12 months?**

\*less than five

Please note that we have omitted the data where the values are 5 or less as this could reveal the identities of the children involved. We consider that this information is exempt under section 40 of FOIA. Please see the refusal notice below.

**5. Can you give any details on the nature of these complaints?**

N/A –see above

**6. How many informal complaints have been made in the last 12 months?**

N/A – we do not log information complaints

**7. Can you give any details on the nature of these complaints?**

N/A – see above

**8. What are the KPI figures for the previous 12 months for this service?**

Lateness of contractor vehicles:

Month	Number of Lateness's
Oct 19	9
Sep 19	8
July 19	1
June 19	3
May 19	6
April 19	2
March 19	1
Feb 19	0
Jan 19	7
Dec 18	3
Nov 18	13

**9. Is it possible to have results of any stakeholder surveys?**

N/A

**10. Is it possible to have the feedback from any stakeholder forums?**

N/A

**Refusal Notice**

Section 40 FOIA sets out an exemption from the right to know if the information requested is personal information protected by the Data Protection Act 1998 (DPA).

The DPA which governs the processing of personal data and defines personal data “as any data which relate to a living individual who can be identified from those data, or from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller.”

Section 40 (2) FOIA exempts disclosure of information if such disclosure would contravene one of the data protection principles. This exemption is absolute and is not subject to the public interest test.

The first of the data protection principles requires that personal data is processed fairly and lawfully. It is our view that to disclose the withheld information would breach this principle, in particular, the requirement of fairness because the children have a reasonable expectation of privacy and do not expect that their personal information would be released in a response to a freedom of information request.

### **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.