



1st floor
NLBP
19 December 2019
Our ref: 5834332

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

How many residents permit in Barnet were renewed after they expired? (as opposed to on time).

How many agreed to have the permit renewed from the expiry date of the old permit? (effectively making use of the councils offer to back date it)

How many residents did not get a reminder that their permit was expiring? and what were the reasons?

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

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet.

We have provided answers to your request below showing where we do not hold the information requested.

How many residents permit in Barnet were renewed after they expired? (as opposed to on time).

- 1365 permits were renewed after their expiry date.

How many agreed to have the permit renewed from the expiry date of the old permit? (effectively making use of the councils offer to back date it)

- Permits were not back dated. The Council put in place arrangements to allow permits to be renewed if they had already expired, in order to save residents having to complete a new permit application. The renewed permit would be valid for 1 year from the date of renewal.

How many residents did not get a reminder that their permit was expiring? and what were the reasons?

- This information is not known. The reason that some residents did not receive renewal reminder notifications was because of a technical ICT issue which caused automatically generated emails from the permit system and purporting to be from Barnet Council potentially being blocked or marked as spam by email providers.

Information on how many residents did not receive a reminder is not known for this reason. Once the Council became aware of this, additional communications were sent using a Gov.UK communications service called Notify and arrangements were put in place to allow residents to renew permits which had already expired.

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.