

1st floor  
NLBP  
6 January 2020  
Our ref: 5854333

Thank you for your request received on 4 December 2019, for the following information:

- 1, Any recorded instructions or standing orders to Civil Enforcement Officers relevant to the claim that there was no waiting time in this Borough**
- 2, Whether Enforcement Officers are employees of the Borough or of any other sub-contracted entity, and if so, the name of the entity.**
- 3, Whether Enforcement Officers are paid solely on a salaried basis, or on any bonus or similar arrangement relating to notices issued or charges paid.**

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, Any recorded instructions or standing orders to Civil Enforcement Officers relevant to the claim that there was no waiting time in this Borough.***

The Civil Enforcement Officer is making reference to observation times, the process where an officer will delay issuing a penalty charge after identifying a contravention. When a vehicle is parked in a residents' permit bay the officer is not required to give a specified observation period. Barnet's agreed observation periods are contained in our publicly available parking policy.

***2, Whether Enforcement Officers are employees of the Borough or of any other sub-contracted entity, and if so, the name of the entity.***

Civil Enforcement Officers are employed by NSL Services Limited.

***3, Whether Enforcement Officers are paid solely on a salaried basis, or on any bonus or similar arrangement relating to notices issued or charges paid.***

Civil Enforcement Officers are paid purely on a salary/wage basis. No payment is made on the basis of penalties issued or charges paid.

## **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.