

1st floor
NLBP
6 January 2020
Our ref: 5854032

Thank you for your request received on 3 December 2019, for the following information:

- **Details of the agreement between the current contractor and Barnet council regarding parking enforcement.**

- **Confirmation over who is directly employing the staff of the parking enforcement contractor.**

- **All rules and regulations the parking contractor and their staff is required to follow.**

- **Details of what processes Barnet council has to ensure the service is being provisioned in line with both the agreement between Barnet council and the contractor and relevant legislation.**

- **A list of all parking contractors who Barnet have used to carry out their parking enforcement over the last 15 years and their periods of contract.**

- **Yearly data on the success of parking appeals (both total figures and percentages).**

- **A list on the number of appeals that have been accepted in 2019 under grounds of the Equality Act 2010.**

- **A list of all mandatory training required by all staff dealing with appeals and complaints.**

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

- ***Details of the agreement between the current contractor and Barnet council regarding parking enforcement.***

Contract is set for future publication. NSL provide enforcement services on the council's behalf.

- ***Confirmation over who is directly employing the staff of the parking enforcement contractor.***

NSL Services Limited directly employ staff as the parking enforcement contractor.

- All rules and regulations the parking contractor and their staff is required to follow.

All applicable laws and regulations, including:

- Traffic Management Act 2004 TMA 2004
- The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 S.I. 2007/3483
- Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007 S.I. 2007/3482
- London Local Authorities Act 1996 LLA 1996
- London Local Authorities Act 2000 LLA 2000
- London Local Authorities and Transport for London Act 2003 LLA 2003
- Traffic Signs Regulations and General Directions 2016 TSRGD 2016
- Greater London Council (General Powers) Act 1974 GL(GP)A 1974
- Road Traffic Act 1988 RTA 1998

- Details of what processes Barnet council has to ensure the service is being provisioned in line with both the agreement between Barnet council and the contractor and relevant legislation.

The contract is monitored by a team of council staff

- A list of all parking contractors who Barnet have used to carry out their parking enforcement over the last 15 years and their periods of contract.

NSL Services Limited were contracted to undertake parking enforcement within the London Borough of Barnet from 01 April 2012 to 31 October 2018 and from 1 November 2018 ongoing. Prior to that date the service was delivered in-house.

- Yearly data on the success of parking appeals (both total figures and percentages).

<https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/information>

- A list on the number of appeals that have been accepted in 2019 under grounds of the Equality Act 2010.

We are not aware of any such cases, however the information is not held in this form.

- A list of all mandatory training required by all staff dealing with appeals and complaints.

The complete list of training would include items which are commercially confidential.

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.