



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
23 January 2020
Our ref: 5983564

Thank you for your request received on 20 January 2020, for the following information:

- 1. I would like to know what timescale the council (specifically StreetScene department) has to respond to a complaint lodged on the 1st January. Are we now over the should have responded in. Please can I have a finite date.**
- 2. Should dead animals be collected and discarded immediately? I would like in writing what procedure the council must follow under such circumstances.**
- 3. I would like the contact details of the chairman of Barnet council and also the local MP.**

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

1. I would like to know what timescale the council (specifically StreetScene department) has to respond to a complaint lodged on the 1st January. Are we now over the should have responded in. Please can I have a finite date.

10 working days on the 16/01/2020

2. Should dead animals be collected and discarded immediately? I would like in writing what procedure the council must follow under such circumstances.

When we receive a report of a dead animal a crew will attend and remove the animal, scan it to see if it is chipped. If the animal is chipped we report it to a local veterinary surgery who will check the database and try and contact the owner, the animal is then placed in a freezer until contact is made. If it is not chipped we keep the animal for a week, in the freezer, and if we do not receive contact the animal is disposed of.

Street Scene animal collection does not work on a Sunday, requests logged via webform out of office hours (Monday to Friday 9am – 5:15pm) are reviewed the next

working day. Phone calls received out of office hours to the council will go to an out of office response team, in a scenario such as this they would email Street Scene who would review the email the next working day

3. I would like the contact details of the Chairman of Barnet Council and also the local MP

The CEO is Mr. John Hooton who can be contacted at:

john.hooton@barnet.gov.uk For contact details please find your local MP at:

<https://www.barnet.gov.uk/your-council/councillors-meetings-and-minutes/barnet-mps-and-meps>

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.