



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
17 February 2021  
Our ref: 6956444

Thank you for your request received on 12 January 2021, for the following information:

**I require copies of Barnet Council's policies and written details of training in connection with the steps and criteria staff must follow to allow or disallow appeals against penalty charge notices.**

**\* What proportion of Barnet Council's revenue is derived from penalty charge notices issued to motorists for moving/parking contraventions. Kindly provide this data on an annual basis for the past 10 years.**

**\* How many requests for information has Barnet Council received under the Freedom of Information Act within the past 10 years (on any subject), what proportion of those requests were answered within the statutory deadline and please provide details of any findings against Barnet Council by the Information Commissioner for failing to respond on time, or failing to properly respond, to requests for information under the Freedom of Information Act.**

**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

***I require copies of Barnet Council's policies and written details of training in connection with the steps and criteria staff must follow to allow or disallow appeals against penalty charge notices.***

Please see attached policies and procedures

- Appendix F - Notice Processing Policy
- Appendix G - Enforcement Policy - Parking process v1.1
- Cancellation Procedure v1.2 - taranto 09 05 2019
- Staff Assessment forms

***\* What proportion of Barnet Council's revenue is derived from penalty charge notices issued to motorists for moving/parking contraventions. Kindly provide this data on an annual basis for the past 10 years.***

The published [www.barnet.gov.uk/your-council/finance-funding-and-pensions/statement-accounts](http://www.barnet.gov.uk/your-council/finance-funding-and-pensions/statement-accounts) show the total service income for each year.

For example, in [2019/20 Statement of Accounts](#) , page 56 shows Service income of £956,394m income for 2019/20. This figure includes income received for PCN's including Bus Lanes as shown in the attached spreadsheet.

I have also attached the Statement of Accounts for 2010/2011, 2011/2012 and 2012/13 as these are not available online.

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See attached spreadsheet

FOI annual volumes and annual performance data from 2013/2014 can be found on [open.barnet.gov.uk](http://open.barnet.gov.uk)

## **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.