

26 April 2021  
Our ref: 7187060

Thank you for your request received on 25 March 2021, for the following information: Please can you respond to the following questions under the Freedom of Information Act?

1. Do you outsource On Street Parking Services? If yes please list all the services.
2. Do you outsource Off Street Parking Services? If yes please list all the services.
3. Do you outsource back office Penalty Charge Notice Processing?
4. Do you outsource back office Penalty Charge Notice representations and appeal processing?
5. If yes to any of the above questions please can you advise -
  - a. Who are your current out sourced provider(s) and for which services?
  - b. Length of the outsourced enforcement contracts?
  - c. Contract renewal dates?
6. Please provide the name and email address of the person or persons responsible for all enforcement contracts?

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. Do you outsource On Street Parking Services? If yes please list all the services.** Yes. Elements of Enforcement, notice processing, debt recovery, payment processing and maintenance
- 2. Do you outsource Off Street Parking Services? If yes please list all the services.** Yes. Elements of Enforcement, notice processing, debt recovery, payment processing and maintenance
- 3. Do you outsource back office Penalty Charge Notice Processing?** Yes, in part.
- 4. Do you outsource back office Penalty Charge Notice representations and appeal processing?** Yes, in part.
- 5. If yes to any of the above questions please can you advise -**
  - a. Who are your current out sourced provider(s) and for which services?** NSL Ltd.

**b. Length of the outsourced enforcement contracts?** Initial term of 5 years

**c. Contract renewal dates?** 1 November 2023

**6. Please provide the name and email address of the person or persons responsible for all enforcement contracts?**

John Hooton, Chief Executive. 2 Bristol Avenue, London NW9 4EW

### **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.