



RE Highways Network Management,  
Colindale Offices,  
2 Bristol Avenue, Colindale, NW9 4EW  
26 April 2021  
Our ref: 7166269

Thank you for your request received on 28 March 2021, for the following information:

**Please could we request the following information for dropped kerb applications for Greenfield Gardens NW2 over the last 5 years:**

- The number of applications made
- The number of applications approved
- The average time taken between an application being made and the kerb being dropped
- Anonymised objections raised for previous and current applications over the past two years

**Could we also have the following information:**

- The direct contact telephone numbers for both the crossovers team and the parking consultations team (not the general highways telephone number in which the person informs that the departments have no number)
- If Barnet council departments are not contactable by telephone and emails are not replied to, can you please provide details of how to contact the departments and get a reply within a reasonable time frame
- The average time taken for the parking consultations team to reply to an email
- The recommended time by which the parking consultations team should reply to an email (not the auto reply)
- Parking offences in Greenfield Gardens over the past two years and the action taken by the council
- The ombudsman details for the parking consultations department

We have processed this request under the Environmental Information Regulations 2004.

## **Response**

The council holds the information requested and the answers to your questions are below

***Please could we request the following information for dropped kerb applications for Greenfield Gardens NW2 over the last 5 years:***

- ***The number of applications made***

4 applications have been made.

- ***The number of applications approved***

2 applications have been approved.

- ***The average time taken between an application being made and the kerb being dropped.***

We have had 2 approved applications in the last 5 years, one of which required a consultation for a parking bay which took over 2 years to approve. The other case application did not require a parking bay consultation so took 6 weeks to approve.

To give an average time would not be a true reflection of the time taken from application to construction. Each application is unique.

***- Anonymised objections raised for previous and current applications over the past two years***

3 objections have been raised for previous and current applications in the past 2 years.

**SCR204-1 Ref. Proposed changes to parking layout outside 19 Greenfield Gardens NW2 1HT**

**Object** to the proposal to cancel the resident parking bay in order to accommodate a new crossover (dropped curb) at no. 19 .

Loss of existing resident parking bays

Dropped curb already available to property on right side of their house

A further dropped curb extending to the whole length of their house would restrict parking for all the other residents

Lack of availability of resident permit holder only parking bays in area

**SCR343-12 Parking layout at 74 Greenfield Gardens NW2 1HY**

Review of the positioning of the crossover to facilitate driveway parking for 74 Greenfield Gardens

Loss of existing resident parking bays

There is already a lack of parking spaces for residents

It would make it more difficult to park for residents at any time

**SCR343-12 Parking layout at 74 Greenfield Gardens NW2 1HY**

Review of the positioning of the crossover to facilitate driveway parking for 74 Greenfield Gardens

Loss of existing resident parking bays

There is already a lack of parking spaces for residents

It would make it more difficult to park for residents at any time

***Could we also have the following information:***

***- The direct contact telephone numbers for both the crossovers team and the parking***

***consultations team (not the general highways telephone number in which the person informs that the departments have no number)***

The direct contact number is 0208 359 3555, the Crossover Team do not have a separate phone number. The email address [highwayscorrespondence@barnet.gov.uk](mailto:highwayscorrespondence@barnet.gov.uk). There is a Customer Service Hub dealing specifically with calls and the Highways Correspondence inbox is maintained daily by the Highways Admin Team. Both the Highways Admin Team and Customer Service Hub cover all Highways and Traffic and Development enquiries. This is including Crossover Applications / enquiries.

***- If Barnet council departments are not contactable by telephone and emails are not replied to, can you please provide details of how to contact the departments and get a reply within a reasonable time frame***

We are not able to advise on each department within the Council. The response time is within 10 working days for Parking Consultations, other service areas may differ .

Customer enquiries have a 10 day response time. Whether recieved via email, telephone, letter or in person

***- The average time taken for the parking consultations team to reply to an email.***

Not all feedback warrants an immediate response. However, individuals would receive an automated response on submission. As a rule, Officers would summarise and address all comments in a report seeking approval on how best to proceed.

***- The recommended time by which the parking consultations team should reply to an email (not the auto reply)***

As above

***- Parking offences in Greenfield Gardens over the past two years and the action taken by the council***

Since 01/01/2019 until 28/03/2021 there have been 302 penalties served by Civil Enforcement Officers (CEO) on Greenfield Gardens. Enforcement is undertaken under the Traffic Management Act (TMA) 2004, as amended.

If regarding action taken the customer require a review of each penalty, this would take over 50 hours. 302 penalties x 10 minutes per penalty (minimum).

***- The ombudsman details for the parking consultations department***

The below Ombudsman details are not specific to parking consultations but within all Council Departments.

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

## Refusal Notice

You have also asked for action taken by the Council for parking offences which relate to Greenfield Gardens. However, to ascertain the type of parking offence would clearly be extremely difficult. If we estimate each staff member spends approximately 10 minutes to search and the 302 Penalty Charge Notices served, the cost of complying with your request would far exceed the appropriate limit of 18 hours (£450) as laid down for the London Borough of Barnet in the FOIA. Under section 12 of the FOIA, this part of your request is refused. There is no further advice and assistance we can offer on how to narrow down your request to bring it within the 18 hours.

## 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.