



London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
28 June 2021
Our ref: 7372685

Thank you for your request received on 3 June 2021, for the following information:

Please provide the following information, which I am requesting under the Freedom of Information Act 2000:

- 1. Broken down by year, for each year from 2003 to 2021 inclusive, how did the London Borough of Barnet calculate the water bills that it sent to its tenants (please ensure that you provide me with ALL of the information it used to calculate these bills)?**
- 2. Did any of those bills include a charge for repairs or maintaining water or sewerage pipes; and if so, how much?**
- 3. Broken down by year, from 2003 to 2021 inclusive, how much did the London Borough of Barnet pay for the water and sewerage services that it received from a water and sewerage company?**
- 4. Please provide a copy of the bills that the London Borough of Barnet received from the water and sewerage company referred to in question 3 above, for the years 2003 - 2021 inclusive.**

It would be helpful if you were to provide any brief notes which might be necessary to understand the context of the information provided, although I recognise that you are not obliged to do this.

If for any reason you feel this request is unclear, please do not hesitate to contact me at this email address. If you are not the appropriate authority for this request, or for part of it, please let me know as soon as is convenient.

If the information requested contains sections of confidential information, please blank out or remove these sections, and mark clearly that they have been removed.

Please confirm receipt of this email.

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

Response

The council holds the information requested and it is attached and below:

Please provide the following information, which I am requesting under the Freedom of Information Act 2000:

1. Broken down by year, for each year from 2003 to 2021 inclusive, how did the London Borough of Barnet calculate the water bills that it sent to its tenants (please ensure that you provide me with ALL of the information it used to calculate these bills)?

1: *The way the bills are calculated have not changed since Barnet was established as an ALM in 2004 for both Affinity and Thames Water up until changes to tenants direct billing from April 2020.*

The charge is made up of the following:

- * *Rateable Value*
- * *Water charge*
- * *Water Standing Charge*
- * *Waste Charge*
- * *Waste Standing Charge*
- * *Total charge*

2. Did any of those bills include a charge for repairs or maintaining water or sewerage pipes; and if so, how much?

Neither Barnet Home nor LBB made any charges on the water rate collection for repairs or maintaining water or sewage pipes.

3. Broken down by year, from 2003 to 2021 inclusive, how much did the London Borough of Barnet pay for the water and sewerage services that it received from a water and sewerage company?

Please see attached spreadsheet. We have data from 2015/16 when the council changed Finance systems.

4. Please provide a copy of the bills that the London Borough of Barnet received from the water and sewerage company referred to in question 3 above, for the years 2003 - 2021 inclusive.

Please see attached spreadsheet. We have data from 2015/16 when the council changed Finance systems.

Some redactions have been made for personal data- see formal notice below:

Refusal Notice

[Part 1 of Schedule 19](#) of the Data Protection Act 2018 amends the personal data exception Regulation 13 of the Environmental Information Regulations 2004. These are consequential amendments designed to ensure that the correct provisions of the

GDPR and the new Act are referenced instead of the now repealed DPA 1998. They will not fundamentally impact when personal data can, and cannot, be disclosed in response to an EIR request.

We consider the information is subject to Regulation 13 because to release it would be a breach of the Data Protection Act 2018.

Personal Information is governed by the Data Protection legislation and is defined as any information relating to an identified or identifiable natural person ('data subject'). It adds that: an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location number, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The withheld information is exempt because disclosure would contravene the first data protection principle which requires that personal data is processed fairly and lawfully. Disclosure of the requested information would breach this principle and in particular the requirement of fairness.

Because individuals working for the council have a reasonable expectation of privacy and do not expect that the council would disclose their names or contact details in response to an information rights request, especially as they are relatively junior and not in public facing roles. The council's redaction policy states that officers' names and contact details under the level of Assistant Director will generally not be released. All of the posts redacted are under the Assistant Director level.

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.