

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
17 November 2021  
Our ref: 7753460

Thank you for your request received on 20 October 2021, for the following information:

**Please provide me with the written procedure for dealing with returned mail which is sent back to the council or its parking enforcement contractor or mail service provider including any specifications which contractors have to meet under any service contract and the effect on the future enforcement steps in the PCN process (e.g. the process stops whilst a new address is traced and then starts again from the point at which the first item of mail was returned, if that is the case. If the council plough on regardless then please tell me that).**

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

***Please provide me with the written procedure for dealing with returned mail which is sent back to the council or its parking enforcement contractor or mail service provider including any specifications which contractors have to meet under any service contract and the effect on the future enforcement steps in the PCN process (e.g. the process stops whilst a new address is traced and then starts again from the point at which the first item of mail was returned, if that is the case. If the council plough on regardless then please tell me that).***

I have been provided with the following statement from NSL Services:

*The process is when we receive a PCN with the statutory documents returned, we leave a note on the PCN as such: "RTS - Statutory documents have been returned - Removing hold so PCN can progress".*

*We then remove the hold on the PCN.*

*We do not have a document with the process, the above is what as a team follow.*

## **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 Records & Information Management Service, Assurance Group, 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.