

London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
23 November 2021  
Our ref: 7824268

Thank you for your request received on 16 November 2021, for the following information:

**What is the service level agreement between Barnet Council and Capita for Trading Standards enforcement?  
Who is responsible for ensuring that those minimum standards are met and maintained?**

We have processed this request under the Freedom of Information Act 2000.

### **Response**

I can confirm that London Borough of Barnet holds the information you requested.

However, we believe that the exemptions detailed below apply to all of this information and this is withheld. Please see the Refusal Notice below.

***What is the service level agreement between Barnet Council and Capita for Trading Standards enforcement?  
Who is responsible for ensuring that those minimum standards are met and maintained?***

### **S21 - Material already published**

Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you by other means.

The service level agreement between the London Borough of Barnet and RE Limited (a Joint Venture between LBB and Capita PLC) is set out in the contract and attendant schedules. A link to these documents is here:

<://open.barnet.gov.uk/dataset/e659v/regional-enterprise-ltd-re-contract>

RE Limited is responsible for the delivery of the functions and performance is monitored and managed by LBB under the terms of the contract.

### **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.