

London Borough of Barnet  
2 Bristol Avenue,  
Colindale NW9 4EW  
9 December 2022  
Our ref: 8644934

Thank you for your request received on 11 November 2022, for the following information:

**We note you have made a request for recorded information held by the council and will respond in accordance with Freedom of Information process.**

**Questions for FOI**

**1. Was the crossover outside 4 Coppice Walk widened legitimately or illegally?**

**2. What is happening with regards to the crossover now? Is it being re-installed or returned to the original width that was perfectly adequate before it was extended? I maintain that the crossover was only widened to deter people from parking there as the space is now very restricted**

**3. If it is being extended by Barnet Council, who is paying for the work to be carried out?**

**4. If the crossover was widened illegally, do you maintain that PCN's that were issued for any vehicles that crossed the threshold of the (alleged) illegally widened crossover will be upheld or do you agree that these should be reviewed or reimbursed in the knowledge that you are now in the possession of but were unaware of at the time?**

**8. Do you think it is fair to suggest that sending several emails (when they have either been ignored or left unanswered - sometimes for weeks on end) constitutes some kind of harassment as you have intimated or do you actually think it is reasonable for someone being completely ignored to send follow up emails to establish why the others have been ignored? Please demonstrate where I have done anything wrong with regard to this because I strenuously deny it has happened. - This is a request for an opinion and the information is not held**

**7. Do you think it is acceptable that the 'crossovers' department did not respond to any of my emails? I can of course prove this.**

**5. Are you happy that Barnet Council has (now) knowingly profited from at least one PCN that was potentially issued on an (alleged) illegally widened crossover?**

**9. Are you happy with the general level of service Barnet Council provides with regards to residents making enquiries? Do you honestly think your representatives are well informed or well placed to deal with any enquiries? I have found them all to be utterly useless and they seem to demonstrate a really negative attitude to customer care and seem to treat people with contempt**

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

## **Response**

I am writing to inform you that we have searched our records and although we hold some of the information requested, some of the information you requested is not held by London Borough of Barnet.

We have provided answers to your request below.

***We note you have made a request for recorded information held by the council and will respond in accordance with Freedom of Information process. Questions for FOI***

***1. Was the crossover outside 4 Coppice Walk widened legitimately or illegally?***

We have a record of the crossover at this location, but not the widened area

***2. What is happening with regards to the crossover now? Is it being re-installed or returned to the original width that was perfectly adequate before it was extended? I maintain that the crossover was only widened to deter people from parking there as the space is now very restricted***

The extension of the crossover was approved on 7 November. The Councils Term Maintenance Contractor will programme the works on site

***3. If it is being extended by Barnet Council, who is paying for the work to be carried out?***

As per the councils Crossover policy, all costs for a new or an extension to an existing crossover are funded by the applicant

***4. If the crossover was widened illegally, do you maintain that PCN's that were issued for any vehicles that crossed the threshold of the (alleged) illegally widened crossover will be upheld or do you agree that these should be reviewed or reimbursed in the knowledge that you are now in the possession of but were unaware of at the time?***

Any recipient of a PCN may appeal via councils formal PCN appeals process

***8. Do you think it is fair to suggest that sending several emails (when they have either been ignored or left unanswered - sometimes for weeks on end) constitutes some kind of harassment as you have intimated or do you actually***

***think it is reasonable for someone being completely ignored to send follow up emails to establish why the others have been ignored? Please demonstrate where I have done anything wrong with regard to this because I strenuously deny it has happened. - This is a request for an opinion and the information is not held***

This information is not held

***7. Do you think it is acceptable that the 'crossovers' department did not respond to any of my emails? I can of course prove this.***

This information is not held

***5. Are you happy that Barnet Council has (now) knowingly profited from at least one PCN that was potentially issued on an (alleged) illegally widened crossover?***

This information is not held

***9. Are you happy with the general level of service Barnet Council provides with regards to residents making enquiries? Do you honestly think your representatives are well informed or well placed to deal with any enquiries? I have found them all to be utterly useless and they seem to demonstrate a really negative attitude to customer care and seem to treat people with contempt***

This information is not held

## **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.