

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
14 December 2022
Our ref: 8748484

Thank you for your request received on 29 November 2022, for the following information:

This request is made under the provisions of the Freedom of Information Act and Environmental Information Regulations and is submitted on behalf of Friern Barnet & Whetstone Residents' Association.

The term 'documents' used below includes documents whether in written or in electronic formats and includes reports, papers, notes, emails, letters and memoranda.

1. Are the full texts of the Council's internal procedural guidance and policy documents relating to the handling of requests under the Freedom of Information Act and Environmental Information Regulations available to the public online? If so, please provide links to the relevant webpages. If not, please provide copies.

2. Please provide copies of any pro-forma forms or similar documents used to form the basis of referring such requests to Council departments for consideration/comment or for such departments to communicate with the Councils FOI team with regard to such requests.

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

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The documents requested are not available online. The Council's Public Access to Information policy and procedure attached.

The Council's Records and Information Management Service is responsible for the corporate policy on handling information requests and reports regularly on FOI performance [Home | Barnet Open Data](#).

Service areas sign off responses before these are sent, involving R&IMT advice where necessary.

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The Council handles all information requests using its case management system.

Please find attached Get Information task and BiteSize guidance Link Officers to send to Service Areas from within the case management system when gathering information to respond to requests.

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 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). There is no charge for making an appeal.