

London Borough of Barnet  
2 Bristol Avenue,  
Colindale NW9 4EW  
28th March 2023  
Our ref: 9124744

Thank you for your request received on 1st February 2023, for the following information:

**Further to my email of yesterday I am writing to request publication of any blacklists which the council may operate.**

**This would include (but not exclusive to)**

- serial complainers**
- violent/aggressive/abusive persons**
- troublemakers**
- campaigners/activists**

**I would also request information on the distribution/circulation of these lists.**

**In order to avoid any further confusion let me make clear that my FOI request is for copies of redacted copies of the register which only state the reasons why an individual was added to the blacklist, the categorisation of risk attached to that (eg low, medium, high), and how long they were placed on the list for.**

**I am not looking for any information which would identify the individual or in any way lead to their data being breached.**

**As an example I am attaching an example of disclosure under the FOIA which was made by the London Borough of Hillingdon - and which you can see for yourselves by visiting:**

**[https://www.whatdotheyknow.com/request/blacklists\\_3?unfold=1#incoming-221006](https://www.whatdotheyknow.com/request/blacklists_3?unfold=1#incoming-221006)**

**I am writing to request publication of any blacklists which the council may operate.**

**This would include (but not exclusive to)**

- serial complainers**
- violent/aggressive/abusive persons**
- troublemakers**
- campaigners/activists**

**I would also request information on the distribution/circulation of these lists.**

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 some of this information and this is withheld. Please see the Refusal Notice below.

### **- serial complainers**

In a very small number of cases, a complainant's behaviour may become unacceptable. The council has a duty to protect its staff from behaviour which is abusive, offensive and threatening, or taking up disproportionate amount of staff resources, taking staff away from their core duties. In these cases we consider the matter under the management of unreasonable complainant behaviour policy. The restrictions invoked by the policy are in relation to the original complaint; any new complaint from those individuals is dealt with on its own merit.

See Management of Unreasonable Complainant Behaviour Policy  
[LBB-Corporate-Complaints-and-LGSCO-Policy-Feb2022.pdf \(barnet.gov.uk\)](#)

See attached extract summary of Persistent Complainants list. Only Council staff who look after the persistent complaints list within the complaints team and staff who are working with the individual, or have a need to handle a complaint or contact the individual, will have access to the data.

Identifier	Summary	Start date	Review date
1	Making the same complaint repeatedly but never accepting the outcome (policy implemented in full)	25/10/2019	25/10/2023
2	Making the same complaint repeatedly but never accepting the outcome (policy implemented in full)	11/08/2021	11/08/2023
3	The nature and language of some of resident's communications, emails and phone calls have been unacceptable (policy implemented in full)	12/12/2018	12/12/2023
4	Making the same complaint repeatedly but never accepting the outcome. Someone with a history of making other unreasonably persistent complaints. (policy implemented in full)	30/07/2019	30/07/2023
5	Making the same complaint repeatedly but never accepting the outcome. Someone with a history	10/02/2021	10/02/2024

	of making other unreasonably persistent complaints. (policy implemented in full)		
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6	Making the same complaint repeatedly but never accepting the outcome. (Polite warning)	03/12/2021	03/12/2023
7	Making the same complaint repeatedly but never accepting the outcome (Polite warning)	01/02/2022	01/02/2024
8	Making the same complaint repeatedly but never accepting the outcome  The nature and language of some of resident's communications, emails and phone calls have been unacceptable. (Polite warning)	29/04/2022	29/04/2023
9	Making the same complaint repeatedly but never accepting the outcome  The nature and language of some of resident's communications, emails and phone calls have been unacceptable. (Polite warning)	27/10/2022	27/10/2023
10	Making the same complaint repeatedly but never accepting the outcome (Polite warning)	06/02/2023	06/02/2024

#### **- violent/aggressive/abusive persons**

See attached extract of spreadsheet of Potentially Violent Persons Register. Some data has been withheld, see refusal notice below.

Only Council staff in the Health and Safety team who look after the PVPR and staff who are working with the individual, or have a need to contact/visit the individual, will have access to the data on the PVPR.

[Potentially Violent Persons Register \(PVPR\) privacy notice | Barnet Council](#)

#### **- troublemakers**

Information not held. We do not keep a list of troublemakers.

### **- campaigners/activists**

Information not held. We do not keep a list of campaigners/ activists.

## **Refusal Notice**

### **S40(2) identification of individuals**

We have also redacted the names of individuals or information that may identify said individuals by virtue of section 40 (2) of the Freedom of Information Act 2000 (FOIA), as disclosure of this information to the public generally, in the Council's view, would not be consistent with the data protection principle found in Article 5.1(a) of the General Data Protection Regulation (GDPR) lawfully, transparently and fairly. We have considered whether disclosure is lawful and fair and whilst it may be lawful under Article 6.1(f) GDPR (legitimate interests) it would not be fair to the individuals concerned who would not expect the names of junior employees to be disclosed as part of such a request.

### **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.