

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
13 April 2023
Our ref: 9360380

Thank you for your request received on 14 March 2023, for the following information:

To Whom It May Concern,

I am writing to request information under the Freedom of Information Act 2000. I am hoping to obtain information about the policy of London Borough of Barnet on supporting vulnerable customers.

I would like to request the following information:

What specific procedure does your council operate to identify and prevent vulnerable customers, who may be at risk of homelessness, from being sent to external enforcement agents for Council Tax arrears, which in turn will increase debt and could exacerbate their risk of homelessness?

I would prefer to receive the information in electronic format, via email. If this is not possible, please let me know and I will provide a postal address for you to send the information to.

I would be grateful if you could respond to this request within the 20 working day timeframe specified under the Freedom of Information Act. If you need any further information or clarification, please do not hesitate to contact me.

Thank you for your assistance in this matter.

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

Response

The council holds the information requested and it is attached.

I would like to request the following information:

What specific procedure does your council operate to identify and prevent vulnerable customers, who may be at risk of homelessness, from being sent to external enforcement agents for Council Tax arrears, which in turn will increase debt and could exacerbate their risk of homelessness?

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.