

London Borough of Barnet  
2 Bristol Avenue,  
Colindale NW9 4EW  
13 April 2023  
Our ref: 9450736

Thank you for your request received on 15 March 2023, for the following information:

**Good Afternoon,**

**Can you please help point me in the right direction to get the answers to the below question?**

**How many residents are currently paying council tax in Barnet?**

**How many residents are currently paying business rates?**

**How many residents are currently paying Housing Benefits?**

**How many calls regarding Council Tax and Business rates is being received monthly?**

**How many online visits to Council tax pages?**

**How many residents have online accounts?**

**What statistics do you have for webvisits relating to Council tax, Business rates or Housing benefit webpages?**

**How many online webvisits are you getting for webpages related to Council tax, Business rates and Housing Benefit homepages?**

**How many online forms do you have relating to Council tax, Business rates and Housing benefits?**

**Are more residents calling in over the phone?**

**Kind regards,**

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

### ***How many residents are currently paying council tax in Barnet?***

There are currently 158,227 dwellings in the Council tax list.

### ***How many residents are currently paying business rates?***

There are currently 8,411 live accounts.

***How many residents are currently paying Housing Benefits?***

Residents do not pay Housing Benefit.

***How many calls regarding Council Tax and Business rates is being received monthly?***

The figures below are the average monthly calls received

Council Tax: 9,253

Business Rates: 787

***How many online visits to Council tax pages?***

From October 2022 to March 2023

179,897

***How many residents have online accounts?***

66,520 residents are signed up to My Account.

***What statistics do you have for webvisits relating to Council tax, Business rates or Housing benefit webpages?***

Google Analytics.

***How many online webvisits are you getting for webpages related to Council tax, Business rates and Housing Benefit homepages?***

From October 2022 to March 2023

Council Tax: 179,897

Business Rates: 2,470

Housing Benefits: 11,680

***How many online forms do you have relating to Council tax, Business rates and Housing benefits?***

Council Tax: 5

Business Rates: 2

Housing Benefits: 5

Please note, more online forms will be added in the coming months.

***Are more residents calling in over the phone?***

Contact via phone remains pretty constant.

**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.