

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
23 May 2023  
Our ref: 9658483

Thank you for your request received on 27 April 2023, for the following information:

**Correspondence sent by Barnet Council titled 'Ways to Pay Barnet Council'**  
**This letter states that the decision to refuse cheques has been taken**  
**'Following a consultation with residents'.**

**As the only residents effected by this decision are those who have a history of paying by cheque I wish to know how many residents in this category were consulted and how many chose to pay by another method.**

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

## **Response**

The council holds the information requested and the answers to your questions are below.

***Correspondence sent by Barnet Council titled 'Ways to Pay Barnet Council'***  
***This letter states that the decision to refuse cheques has been taken***  
***'Following a consultation with residents'.***

***As the only residents effected by this decision are those who have a history of paying by cheque I wish to know how many residents in this category were consulted and how many chose to pay by another method.***

Prior to the decision to stop accepting cheques, the council ran a 4-week consultation to get the views of residents in January 2023. This was primarily focused on those who had paid by cheque since April 2022, with 638 paper consultations sent out to residents.

Alongside this, an online consultation was run through the council's Engage Barnet platform - see link below for further information on this:

[Proposal to stop accepting cheques consultation | Engage Barnet](#)

Unfortunately, we are not monitoring the number of residents who are switching payment method so cannot answer that question. Please note that if a service user has moved to paying by a method other than by Direct Debit, they would not need to contact us to make that switch as non Direct Debt payments are generated by the payee rather than the council.

## 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.