

12 November 2024  
Our ref: 13204048

Thank you for your request received on 18 October 2024, for the following information:

**Norse group are still cleaning Barnet toilets and Offices. In my experience not well! My local Park toilets have had no soap for 2 years and the Urinal does not flush for 2 years it seems. (Would you use a Toilet where no one had washed their hands for 2 years?)**

**When was their contract renewed and who in Barnet renewed it?**

**Who in Barnet is responsible for checking and then ensuring that Norse do their job as agreed?**

<https://www.facilitatemagazine.com/news/2019/01/09/norse-clean-barnet>

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

***Norse group are still cleaning Barnet toilets and Offices. In my experience not well! My local Park toilets have had no soap for 2 years and the Urinal does not flush for 2 years it seems. (Would you use a Toilet where no one had washed their hands for 2 years?)***

***When was their contract renewed and who in Barnet renewed it?***

The contract was retendered via a ESPO framework and Norse group were awarded the contract which commenced 1st June 2024.

The tender was overseen by Barnet procurement team.

***Who in Barnet is responsible for checking and then ensuring that Norse do their job as agreed?***

<https://www.facilitatemagazine.com/news/2019/01/09/norse-clean-barnet>

Caring for people, our places and the planet  
The Facilities Management team manage the contract, however specific service areas manage cleaning performance at their own individual sites.

## 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.