



# Freedom of information requests

Asking to see information from the council





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# The information we keep about our services



We are Barnet Council. We have lots of different services.



Things like:

- libraries



- bin lorries to take away rubbish



- helping people to sort out some benefits



We write down and keep lots of information about the services we run.

The information we keep helps us to:



- make sure we are working in the best way

and



- learn more about the people who use our services

# Freedom of information requests



Sometimes people want to look at the information we keep.



Asking to look at our information is called making a **freedom of information request**.



The law says that you are allowed to ask to see the information we keep.



You can only ask to see information that we have already written down.

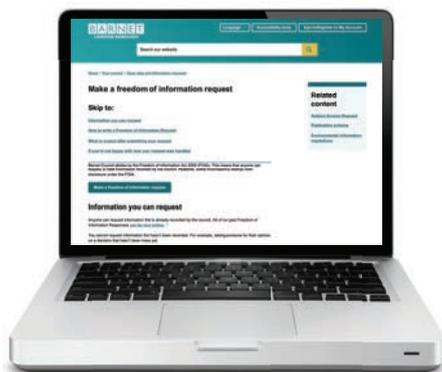


For example, you could ask us for information about how many people used our libraries in 2023.

# How to make a freedom of information request



To make a request you can fill in a form on our website or you can write to us.



The form on our website is at:  
**[www.barnet.gov.uk/your-council/open-data-and-information-requests/make-freedom-information-request](http://www.barnet.gov.uk/your-council/open-data-and-information-requests/make-freedom-information-request)**



You can write a letter and post it to us:  
**Records and Information  
Management Team  
Barnet Council  
2 Bristol Avenue  
Colindale  
London  
NW9 4EW**



When you make a request you should tell us:

- your full name



- your address or email address



- what information you want to know



To make it easier for us to understand what you are asking for, please can you:



- tell us the time you want to know about. For example, in 2022 or in 2023



- ask questions like **how much** or **how many**



For example, you might ask us **how many people used the library in 2023?**

## What happens next



We will send you a letter or email to tell you we are looking at your freedom of information request.



The letter or email will tell you:

- what is happening with your freedom of information request



- how to contact us if you have any questions for us



- if you need to pay us some money for us to look at your freedom of information request



We will contact you again within 20 working days.



We will tell you if we have said yes or no.



If we say yes, we will give you the information you asked for within 20 working days.



Sometimes it can take longer than 20 days. This may be if:

- we have some more questions for you
- we need more time
- we have asked you to pay some money and you have not paid it





## Times we cannot help

Sometimes we cannot show you the information you have asked to see.



We cannot help if:

- you are asking for information about something that we have not decided yet



- you are telling us what you think about something



- what you are asking will take too long to find or cost the council too much money



- you are **complaining** to us

**Complaining** means telling us you are not happy with something we did.

- you are asking for personal information the council has about you or other people

Things like:

- name and address



- what council workers have written or said about someone. For example, a social worker



If you want to see personal information about yourself, we have an easy read booklet that tell you how to ask us.



The booklet is on our website:  
[www.barnet.gov.uk/your-council/open-data-and-information-requests/make-subject-access-request](http://www.barnet.gov.uk/your-council/open-data-and-information-requests/make-subject-access-request)



- you are asking for information about some things to do with the **environment**

The **environment** is the world we live in and the air we breathe.



We have an easy read booklet about asking for information about the environment.



The booklet is on our website:  
[www.barnet.gov.uk/your-council/open-data-and-information-requests/make-freedom-information-request/environmental](http://www.barnet.gov.uk/your-council/open-data-and-information-requests/make-freedom-information-request/environmental)

## What to do if you are not happy with what we say



You can contact us if are not happy with the way we did things.



**Email us:**

**[foi@barnet.gov.uk](mailto:foi@barnet.gov.uk)**



**Write to us:**

**Records and Information  
Management Team**

**Barnet Council**

**2 Bristol Avenue**

**Colindale**

**London**

**NW9 4EW**



**Phone:**

**020 8359 2000**



We will look at your freedom of information request and how we decided what to do about it.



We will then write you a letter or email telling you what we found out.



If you are still unhappy, you can **complain** to the **Information Commissioner's Office**.

**Complaining** is telling someone you are unhappy.



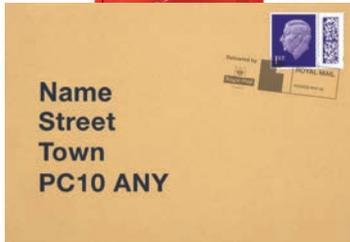
**Email:**  
**casework@ico.org.uk**



**Phone:**  
**030 3123 1113**



**Write to:**  
**Information Commissioner's office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire**  
**SK9 5AF**





## For more information

If you have any questions or want more information about freedom of information requests, contact us.



**Phone:**  
**020 8359 2000**



**Email:**  
**foi@barnet.gov.uk**



**Write to:**  
**Records and Information  
Management Team  
Barnet Council  
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