

22 July 2019  
Our ref: 5409828

Thank you for your request received on 21 June 2019, for the following information:

**What information am I looking for? In broad terms, information and statistics to demonstrate the service quality of the Council's mailroom and postal services, ideally for 2016 and the first half of 2017. [Failing that, any service quality information related to mailroom and postal services will be useful.]**

**And, copies of the electronic date stamped records of the notification letters the Council sent to relating to the following planning applications together with information relating to the Council's Electronic Document Management (EDM).**

#### **Relevant Planning Applications**

- \* Number 10 Old Rectory Close (under application references 15/06585/PNH, 16/4437/PNH, 17/4057/HSE)**
- \* Number 11 Old Rectory Close (under application references 15/06584/PNH, 16/0659/PNH, 16/5219/PNH, 17/1115/HSE)**

#### **Mailroom and Postal Services Quality Information Required**

**Broadly: service quality information and performance against contractual Service Level Agreements (SLA) and Key Performance Indicators (KPI) targets, service quality audit and reviews - ideally over the period covered by the planning applications. To include, among others:**

- \* Copies of regular performance reporting (As per supplier contract)**
- \* Copies of exception reporting ' eg, mailing failures (As per supplier contract)**
- \* Number of times Service Credits have applied for failure to meet SLA as per contract, and value**
- \* Internal guidance on use of Postal Services ' [eg, first/second class, records and special deliveries]**
- \* LB Barnet performance metrics and statistics, including: -**
  - o Typical overall monthly posting volumes (items per month)**
  - o Number of complaints received citing non-delivery/lost post as cause: total, by department (if available)**
  - o Number complaints upheld; number of complaints rejected.**
- \* LB Barnet service area quality assurance/review reports**

**Broadly: information tracking the request to print, printing and delivery of any planning department notification letters related to the applications listed for addresses 18,20,22,24,26,28 Manor Park Gardens.**

- \* Copies of electronic records, metadata (together with definition of field**

contents) and history logs (including workflow) for all notifications sent.  
Information to include timestamping of printing and format of printed output.

**\* Copies of the Notification Letter that was sent out**

**\* General EDM IT-environment information: -**

**o Confirmation that EDM platform is either off-the-shelf application or bespoke.**

**o Name and version of off-the-shelf EDM software applications used by LB Barnet during 2016 and first half 2017 (period in question)**

**o Confirmation of native file format for document storage (eg, Word, PDF, etc...) for notification letters**

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

## **Response**

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet because Enter the reason why the information requested is not held

We have provided answers to your request below showing where we do not hold the information requested.

### ***Relevant Planning Applications***

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***\* Number 11 Old Rectory Close (under application references 15/06584/PNH, 16/0659/PNH, 16/5219/PNH, 17/1115/HSE)***

### ***Mailroom and Postal Services Quality Information Required***

***Broadly: service quality information and performance against contractual Service Level Agreements (SLA) and Key Performance Indicators (KPI) targets, service quality audit and reviews - ideally over the period covered by the planning applications. To include, among others:***

***\* Copies of regular performance reporting (As per supplier contract)***

***\* Copies of exception reporting ' eg, mailing failures (As per supplier contract)***

We do have a contract with Royal Mail for our postal services. Standard Royal Mail targets are set by government.

1<sup>st</sup> Class 93.4%

2<sup>nd</sup> class 98.9%

Special Delivery 98.6%

***\* Number of times Service Credits have applied for failure to meet SLA as per contract, and value***

None

**\* Internal guidance on use of Postal Services ' [eg, first/second class, records and special deliveries]**

The default setting is 2<sup>nd</sup> class for all post. There is always a need for 1<sup>st</sup> class, for some areas of the business and the need for next day delivery but these are small volumes as per stats supplied.

**\* LB Barnet performance metrics and statistics, including: -  
o Typical overall monthly posting volumes (items per month)**

We average about 50,000 items per month of all classes. (March 2017) approx split is 45,000 2<sup>nd</sup> class and 5000 1<sup>st</sup> class and 200 specials/recorded.

**o Number of complaints received citing non-delivery/lost post as cause: total, by department (if available)**

Information not held

**o Number complaints upheld; number of complaints rejected.**

Information not held

**Broadly: information tracking the request to print, printing and delivery of any planning department notification letters related to the applications listed for addresses 18,20,22,24,26,28 Manor Park Gardens.**

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See attached

**\* Copies of the Notification Letter that was sent out**

See attached

**\* General EDM IT-environment information: -  
o Confirmation that EDM platform is either off-the-shelf application or bespoke.**

Off the shelf product used widely across the UK, modifiable in response to customer (LBB) requirements.

**o Name and version of off-the-shelf EDM software applications used by LB Barnet during 2016 and first half 2017 (period in question)**

IDOX

**o Confirmation of native file format for document storage (eg, Word, PDF, etc...) for notification letters**

MS Word

**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 Information Management Team (FOI) 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.