



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
18 July 2019
Our ref: 5449928

Thank you for your request received on 9 July 2019, for the following information:

Please see below list of questions that hopefully you can help me with

Website

Please provide the name, email address and telephone number for your head of ICT (or similar role), who is responsible for the main council website and intranet:

Is your council website currently developed in-house?

If your website hasn't been developed in-house, please provide:

Name of supplier

Value of contract

Contract renewal date

Is it hosted internally or externally?

Are there any plans to review provision of your corporate website?

Intranet

Is your council intranet currently developed in-house?

If your intranet hasn't been developed in-house, please provide.

Name of supplier

Value of contract

Contract renewal date

Is it hosted internally or externally?

Are there any plans to review provision of your corporate intranet?

AI

Do you have any plans to deliver citizen facing AI chatbot functionality? If so, when would you want this to be available?

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

Website Please provide the name, email address and telephone number for your head of ICT (or similar role), who is responsible for the main council website and intranet:

Barry May, Head of customer & digital. Barry.may@barnet.gov.uk

Is your council website currently developed in-house? No If your website hasn't been developed in-house, please provide: Name of supplier :

Capita

Value of contract :

Part of broader output based support and maintenance contract for all IT services
Contract renewal date September 2023. See link:

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

Is it hosted internally or externally?

Externally

Are there any plans to review provision of your corporate website?

Potentially In line with renewal of the contract but not before

Is your council intranet currently developed in-house?

No

If your intranet hasn't been developed in-house, please provide. Name of supplier :

Capita

Value of contract :

Part of broader output based support and maintenance contract for all IT services
Contract renewal date September 2023. See link:

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

Is it hosted internally or externally?

Externally

Are there any plans to review provision of your corporate website?

Potentially In line with renewal of the contract but not before

Do you have any plans to deliver citizen facing AI chatbot functionality? If so, when would you want this to be available?

Potentially – no defined timeline at the moment

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

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. 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). There is no charge for making an appeal.