



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
8 November 2019
Our ref: 5702124

Thank you for your request received on 11 October 2019, for the following information:

Could you please complete the attached template with all the required information.

This request is made under the Freedom of Information Act and I'd be grateful of a response within 20 working days.

For clarity if any of the systems operate under a shared services arrangement, then please provide your own portion of the costs.

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

Could you please complete the attached template with all the required information.

See attached

The Council has two major contracts to deliver back office services (CSG) and development and regulatory services (Re) which cover a number of the areas you have inquired about. Information on costs is commercially sensitive, please see Refusal Notice at the following links below.

This information is exempt under Section 21 of the Freedom of Information Act as it is reasonably accessible to you via other means.

You can see the CSG and Re Contracts at the following links:

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

<https://open.barnet.gov.uk/dataset/regional-enterprise-ltd-re-contract>

Further information

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them. Their contact details are:

Email: talk2us@barnethomes.org

Post: The Data Controller

Barnet Homes

2 Bristol Avenue,

Colindale,

London NW9 4EW

If you wish to be made aware of future bidding opportunities please register/ sign up to the Barnet Procurement portal

<https://barnetsourcing.co.uk/>

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.