



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
4 November 2019
Our ref: 5733445

Thank you for your request received on 23 October 2019, for the following information:

Incidentally I would also like to make an FOI request for:

- the number of visitors each month for the last 12 months to your self service portal
- the number of people who clicked in each month to contact a department
- the number of people who successfully contacted a department through this form
- the cost of providing this online service

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

1. The number of visitors each month for the last 12 months to your self-service portal

Total: 7123, each month is on the data set attached.

2. The number of people who clicked in each month to contact a department

This information is also on the data set.

Month of Year Users

Oct-18	16914
Nov-18	24016
Dec-18	17992
Jan-19	19670
Feb-19	15700
Mar-19	27028
Apr-19	22537
May-19	21767

Jun-19	21009
Jul-19	22100
Aug-19	21735
Sep-19	26931
Total	257399

3. The number of people who successfully contacted a department through this form

We do not have this information as there is no metric for a successful contact. We would assume anyone using the Contact Us forms or General Enquiry forms would either have been signposted online (if there is self-serve functionality for their enquiry) or have had the form submitted to the service.

4. the cost of providing this online service

Barnet has outsourced its IT service to Capita and these costs would form part of the overall contract which can be found at:

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

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.