



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
6 January 2020
Our ref: 5881332

Thank you for your request received on 13 December 2019, for the following information:

- 1) What is the email address of the person in your organisation who is responsible for the management of Subject Access Requests / DPA Requests?**
- 2) What percentage of Subject Access Requests have been responded to on time since 25th May 2018? If you do know have this figure please provide a figure for what you do have.**
- 3) On average how many SAR/DPA requests does your authority receive in a month?**
- 4) How many SAR officers are employed by your organisation who work on Subject Access Requests?**
- 5) What is the generic email address of the team which deals with SARs / DPA requests within your organisation?**
- 6) How many overdue Subject Access Requests do you currently have?**

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

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) What is the email address of the person in your organisation who is responsible for the management of Subject Access Requests / DPA Requests?

Information Governance Manager manages the overall process while two Information Management Officers co-ordinate the SARS with Link Officers in services across the council.

data.protection@barnet.gov.uk

<https://www.barnet.gov.uk/your-council/open-data-and-information-requests/subject-access-request>

2) What percentage of Subject Access Requests have been responded to on time since 25th May 2018? If you do know have this figure please provide a figure for what you do have.

SAR Headlines

Performance for the financial year to date is at 85% in December , compared to 88% for 2018/2019.

3) On average how many SAR/DPA requests does your authority receive in a month?

2019- year to date cases due

April- 19
May- 18
June- 20
July- 23
August- 14
September- 21
October- 21
November- 15
December- 17

4) How many SAR officers are employed by your organisation who work on Subject Access Requests?

2 Information Management Officers who work with a number of Link Officers across the council who also manage SARS as part of their wider roles.

5) What is the generic email address of the team which deals with SARs / DPA requests within your organisation?

data.protection@barnet.gov.uk

6) How many overdue Subject Access Requests do you currently have?

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

12 overdue requests.

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.