



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
7 January 2020
Our ref: 5883632

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

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

Response

The council holds the information requested and it is attached and the answers to your questions are below.

Please advise what regulations and directives have been issued to departments under your jurisdiction relating to:

1. residents and other communicants with the council who are unable to access council services by reason of being registered disabled are not ignored or marginalised in their dealings with the council

2 those who are not registered disabled but for medical reasons are not able to access computer facilities are not ignored or marginalised in their dealings with the council

Different services provisions for those residents and customers are not able to access computers for any reason. For example when submitting an FOI request or a data protection request there is an option to submit it in writing or even in person on occasion.

The council also offers free access to PC's in our libraries and also free IT training courses:

Childs Hill (Tuesdays 11 to 12.30)	-	Age UK social morning and IT drop in
Chipping Barnet	-	IT help drop in (Tuesdays 11 to 12)
Edgware	-	Beginners IT (Saturdays 10-to 11.30)
Finchley Church End	-	IT sessions (Monday 6 to 7 pm)
Hendon	-	IT classes (Tuesday 10 to 12)

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| Mill Hill | - | PC skills session (Saturday 10.45 to 12.45) |
| Osidge | - | IT help drop in (Wednesday 11 to 12) |
| South Friern
(Thursday 10 to 12) | - | Age UK coffee and IT drop for over 55s |

I also attach some information about provision for customers who cannot access services via a computer. Hearing loops are available in our reception areas and in the new Colindale reception areas as they open. if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

A review is currently also being undertaken of the accessibility of the council's website. I am conscious that this is a huge area and of legitimate public interest. I enclose the digital strategy which addresses a lot of these concerns and you may then wish to contact me for further information which I will be very happy to source from you from different services.

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.

