



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
10 January 2020
Our ref: 5945065

Thank you for your request received on 8 January 2020, for the following information:

Under the FOI Act please can you let me know the following answers to my questions regarding the software your organisations uses to handle Blue Badges applications, appeals and general day to day management.

When I refer to Blue Badges I'm referring to the Blue Badge Scheme as listed here: <https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england>

1. What is the name of the software you use?

2. If the software is developed in house, please let me know which software is it run on or designed via (eg, Access, Excel)

3. How much is the yearly cost, if developed in house please state

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

Response

I can confirm that London Borough of Barnet holds the information you requested.

1. What is the name of the software you use?

We use Manage Blue Badge to process on-line applications and order blue badges. This system is designed and managed by Department for Transport. We use Lagan (CRM) system to create case and manage the application.

2. If the software is developed in house, please let me know which software is it run on or designed via (eg, Access, Excel)

Lagan managed by Verient

3. How much is the yearly cost, if developed in house please state

The Lagan system was not developed in house. The Lagan system is a CRM tool used by the Council as a whole and is delivered through our 10 year strategic partnership contract with Capita for support services, including IT services. There is

no breakdown of cost for Lagan under the Capita contract. The manage Blue Badge System is free to local authorities.

Information on the council's contract with Capita can be found here –

<https://open.barnet.gov.uk/dataset/23d3v/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

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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.