

1st floor  
NLBP  
3 February 2020  
Our ref: 5984264

Thank you for your request received on 6 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

We have provided answers to your request below.

***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.***

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

The Council uses the Department for Transport software 'Manage Blue Badges' for processing applications.

The Council uses a software system called Lagan for customer contact in relation to Blue Badge applications and appeals.

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

Neither system is developed in house.

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

am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet.

The Department for Transport software 'Manage Blue Badges' is provided for use by local authorities at no charge.

The Lagan system used for customer contact is provided to the Council as part of the overall Customer Support Group contract, details of which are published at the link below:

<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/>

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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](http://www.ico.org.uk)). There is no charge for making an appeal.