

24 February 2020
Our ref: 6096988

Thank you for your request received on 19 February 2020, for the following information:

I am writing to you under the Freedom of Information Act 2000 to request information about the following questions regarding your authority as part of my research to understand best practice in local government and to inform decisions on the most appropriate direction of travel for my organisation with regards to our approach to adopt.

- 1. Does the Council have a solution which provides a complete or reasonable single view of customer information, relating to transactions across the range of services you provide?**
- 2. If you do, could you confirm what approach you take? This could be, for example, through a single case management system, or by using data tools to consolidate information from a number of sources?**
- 3. If you do, what solution or solutions are you using?**
- 4. Does your Council provide an online customer account facility?**
- 5. If you don't, could you briefly describe how, if at all, you take into account the various interactions with your customers?**

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

Response

The council holds the information requested and the answers to your questions are below:

I am writing to you under the Freedom of Information Act 2000 to request information about the following questions regarding your authority as part of my research to understand best practice in local government and to inform decisions on the most appropriate direction of travel for my organisation with regards to our approach to adopt.

- 1. Does the Council have a solution which provides a complete or reasonable single view of customer information, relating to transactions across the range of services you provide?***

Yes - For transactions received at Contact Centre

2. If you do, could you confirm what approach you take? This could be, for example, through a single case management system, or by using data tools to consolidate information from a number of sources?

System called Lagan

3. If you do, what solution or solutions are you using?

Lagan

4. Does your Council provide an online customer account facility?

Yes

5. If you don't, could you briefly describe how, if at all, you take into account the various interactions with your customers?

N/A

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.